

## IT Industry

### Company Background

Supply, install and support IT infrastructure, for small and medium sized businesses

### Geographical Area

Nottingham

### System

Mamut Enterprise

### Total employees

12 employees

### Total users

12 users

### Why the company chose Mamut

- Mamut has all the functions required – CRM, stock, e-commerce, sales management and accounting
- Mamut is very competitively priced
- Mamut helps to improve customer service

### Benefits gained from Mamut Enterprise

- up to date information on customer support calls
- improved customer service and response times
- Mamut provides a knowledge base of customer faults and the solutions

### Installation

Q2 2006

## IT solutions business implements business wide software to improve customer service and management decision making



**B**ear IT, supply, install and support IT infrastructure, for small and medium sized businesses throughout the UK from its headquarters in Nottingham.

### The reasons for changing software

Prior to implementing Mamut's integrated business software Bear IT's processes were run on a mixture of Microsoft Outlook, Word and Excel and various manual systems. This led to a lot of unnecessary data rekeying and duplicated work, which the directors felt was better spent running and expanding the business.

It also meant that information was in different places in the business and this could slow down response times when dealing with customers.

Adam Harris, Managing Director of Bear IT, decided to look for a business software system which would help Bear IT across all aspects of the business including prospecting, managing service contracts, tracking customer service calls, hardware sales, stock control and all the accounting functions.

[www.bear-it.co.uk](http://www.bear-it.co.uk)

Continued ➤

## The solution

Having taken a close look at a number of different software options Bear IT chose Mamut Enterprise. Adam explains the reason for choosing Mamut – “It wasn’t a difficult choice to go with Mamut. There were two main reasons:

Firstly, Mamut covers all of the business functions in one fully integrated package built around a single database. This sets Mamut apart from the rest of the suppliers of software for small and medium sized businesses.

The second reason is the price. Mamut is exceptionally good value for money for so much functionality. To get this much functionality would have cost us at least twice as much with the well known mid range software suppliers.”

### **Bear IT are using Mamut Business Software across the whole business including the key areas of:**

- Service call logging
- Scheduling engineers
- Stock control
- Quotations & orders
- Marketing and
- Accounting

When customers call, all the relevant information is immediately to hand and the Bear IT staff are able to see:

- any outstanding service calls
- when an engineer is next due on the customer site
- if there are orders not yet fulfilled – whether for products or for service visits
- if goods are in stock. If not they can tell the customer when they are due in
- they can instantly see all email correspondence and notes of conversations relating to the customer
- they can see what a customer has bought and when they bought it
- the accounting information to reduce the risk of bad debts

All this information is held on Mamut and is very easily and quickly accessed while a customer is on the phone. This has helped Bear IT to maintain the highest standards of customer service.

### **Key benefits of the Mamut solution**

Most of the administration is done by the Mamut software so Bear IT work very efficiently. There is no data re-keying and time is now devoted to marketing and managing the business.

- Bear IT respond to customers’ needs quickly and give a very high standard of customer service
- Customer faults and call logging has built up a “knowledge base” for engineers to quickly find solutions to customers problems
- Bear IT are now able to monitor the performance of their engineers ensuring they work productively and provide excellent customer service

Mark Lambert, Bear IT’s Technical Director said “Mamut provides us with up to date information by the minute to monitor our customer needs and requests, and every team member has visibility of what is happening as it happens. In addition, the reporting facility provides management information which enables accurate and knowledgeable business decisions to be made, information that would have been difficult to compile without Mamut.”

The IAAITC Member Firm logo consists of a stylized graphic of a grid of colored squares (red, orange, yellow, green, blue) that tapers to the right. Below this graphic, the letters "IAAITC" are written in a large, bold, white font with a rainbow gradient. Underneath that, the words "MEMBER FIRM" are written in a smaller, bold, black font.

**This Mamut installation was supplied and implemented by an IAAITC Member Firm .**

**The IAAITC (International Association of Accountants Innovation & Technology Consultants) is a network of independent accountancy firms throughout the UK.**

**If you would like more information about how the Mamut product range could help improve your business, or more general independent IT advice then please contact the IAAITC for details of your nearest IAAITC Member Firm.**

**E: [mamut@iaaitc.org](mailto:mamut@iaaitc.org)**  
**W: [www.iaaitc.org](http://www.iaaitc.org)**