

Kentec's 20% time saving with MCS-rm!



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Kentec Tool Hire

HIRE - SALES - REPAIRS - TRAINING

Established in 1978 Kentec Tool Hire Ltd is an independent hire company providing plant, tools and equipment for hire & sale. They offer a full repair service and are a registered training centre for PASMA, BLMA and the HAE. Their customer base is wide ranging from the single DIY enthusiast to larger national construction companies.

The Challenge

Six years ago Kentec implemented the MCS-Insitu Hire Software which proved to be excellent for the day to day operations of the Hire business. While they were happy with the UNIX platform, its lack of compatibility with Sage Accounting Software caused frustration with the accounts department who used Sage in all other areas of the business.

With the accounts compatibility issue becoming increasingly significant in the running of the business, it was decided to look again at the software solutions available. Kentec reviewed several possibilities and investigated not only hire software functionality but connectivity to third party accounting packages and other software that would increase the efficiency of their operation.

With two branches and several thousand individual pieces of plant and equipment being rented weekly, it was essential that the

successful hire management solution could handle quickly and easily the high volume of equipment rented. The need for production of meaningful management reports with little effort was also a major requirement.

The Solution

After evaluating the software options available, Kentec decided that a Windows solution would best meet their requirements. They opted for MCS-rm, not only because they had been well looked after by MCS for many years but because they felt the software was user friendly and the most advanced and intuitive product on the market.

The whole look and feel is so different to UNIX and the ability to open more than one window and multi-task is a major benefit – allowing staff to work more efficiently and reduce time spent on administration of contracts at the point of hire.

Managing Director, Steve Booker, who has doubled as system administrator for many years, took the MCS-rm Administrators course which has proved invaluable. Unlike UNIX, he has found that changes can be completed quickly with little or no programming knowledge. This again has resulted in time saving, e.g. when documents need adjustment or changes made on the printer they can be done within a matter of minutes.



"I've made a personal time saving of around one day a week since the implementation of MCS-rm – giving me more time to dedicate to the strategic direction of my business."
Steve Booker, Managing Director, Kentec



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The Result

The installation of MCS-rm has had many advantages, not least the improvement of internal procedures and systems. The ease of use of the system has helped Kentec in many ways. Steve Booker, Managing Director, Kentec comments "With MCS-rm I can take a step back from the 'hands on' administration role I've had for so long. I can log onto the system from home if I need to, but more importantly I get an extra day a week to concentrate on developing new strategies for my business. With previous systems the need for specialist knowledge meant I was called upon on a daily basis for the simple but necessary system maintenance"

With MCS-rm streamlining Kentec's business operations, other revenue earning opportunities, including training, have been explored and implemented. As a registered training centre for PASMA, BLMA and the HAE, Kentec is already reaping the rewards from this area of the marketplace.

The Future

To ensure ongoing success in the training division of the business, Kentec, has decided to

install MCS-crm (Customer Relationship Management). This powerful sales and marketing tool seamlessly integrates with MCS-rm to carry out targeted marketing promotions and campaign management more effectively.

Its ability to track hire, sale and training enquiries and manage new business leads will ensure Kentec never misses an opportunity. Not only will the module improve Kentec's relationship with its new and existing customers but it will provide increased revenue.

If you would like to know more about the MCS-rm hire application and the different financial applications it integrates with, please contact MCS on 01628 828000 or email moreinfo@mcs.co.uk

"The bottom line for the successful installation and running of MCS-rm can be summed up in one word – Support!. I have found the support staff at MCS simply amazing in their commitment to my business needs. You just can't put a price on that!."

Steve Booker, Managing Director, Kentec

