Bespoke Software

Advanced Handling & Storage Ltd

The Pallet Racking People

Client Profile

Advanced Handling & Storage Ltd are based in County Durham and are one of the UK's largest suppliers of second-hand pallet racking, shelving, mezzanine floors, safety accessories and many other storage solutions.

The business offers tailor-made solutions that are delivered and installed to businesses across the UK.

Challenge

Advanced Handling & Storage Ltd were using the same paper-based processing system since it was founded in 1996. These processes were time-intensive and allowed the chance of human errors to occur.

Reporting took a substantial amount of time, with spreadsheets being updated manually. The creation of quotes and proposals was also uncoordinated and lacked standardisation.

Advanced Handling & Storage Ltd needed a user-friendly Enterprise Resource Planning system which integrated well into their current business model, allowing automations where necessary and ultimately improving operational efficiencies.

Solution

The solution consisted of a web-based CRM and Sales Order Processing System, allowing users to track enquiries, generate quotes/ proposals and process orders, among other features.

Since implementation, this bespoke system has resulted in improved efficiency and accountability in all areas of the business.

The new system acts as a step-by-step guide through the process, requesting the relevant information and producing a completed proposal ready to send onto the client. Once this quote has been marked as 'won', it automatically feeds through the funnel and is processed quickly and efficiently without any room for error.

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