



Case Study: Blyth Motors

Blyth Motors is country farm machinery and motor vehicle service centre. The business services and maintains equipment from small engines to the biggest and most complex pieces of modern farm machinery.

With a staff of three mechanics some jobs may take an hour others could occupy more than one mechanic over several days. Kevin Knight the proprietor was aware that the paper documented process of recording the time on job sheets was not working very well. He had a feeling he was missing out on identifying all the chargeable hours in a given day. The fact he was trying to watch the clock or estimate to the nearest five minutes and write down the job times when the job sheets came back. This was obviously not effective.

At the administration level he was also spending hours trying to calculate the actual time spent on a job by his staff. In looking for a solution he found the DAELIBS time and attendance system. He has purchased the DAELIBS Job Information Management (J.I.M.) package.

J.I.M. enables the users to log on and log off a job and from that data calculate the time spent on the task. It provides to the minute accurate chargeable hours

With the thought of replacing the paper time sheets Kevin expressed some concern that his staff may object to the concept of electronically logging their job times. "My fears were totally unfounded" Kevin comments, "the mechanics have taken to the like ducks to water. One big advantage for them is they no longer have to be watching the clock or trying to estimate the time at the end of the day."

Reflecting on his decision Kevin comments, with the hand written start and finish times rounded out to the nearest five or ten minutes the loss of billable hours was more significant than I had perceived.

"With billable time costing \$65.00 per hour it soon amounts to considerable lost revenue. This has nothing to do with our staff being slack on the job, they are dedicated and good men, it is simply about accurately recording the legitimately chargeable time to a customer.

At the customer service level our customers can also see that the time charged is the time spent on a job.

With DAELIBS SeeknFind now up and running we are no longer losing charged out hours. We are now able to effectively charge every working hour. I estimate we have picked up \$292.00 dollars a day. At that rate we will more than cover the capital investment to install DAELIBS with three weeks of having acquired it.

The increased efficiencies in our billing process have enabled us to pass the benefits on to our customers. We can now offer a five percent discount for early settlement of accounts. Some customers have started to take advantage of that and it has improved our cash flows.

Kevin concludes, 'having acquired DALIBS on a Flexirent lease contract we have been winners all round. Our business is much more efficient, our staff have been relieved of the tedious task of hand recording times, our customers can take up the option of getting a discount on their monthly account.'

Charge out hours now equal to a working day.