

GRITIT™

WINTER RISK MANAGEMENT

- First specialised commercial gritting service in the UK
- 6 Regional Operations Managers
- Over 100 gritting trucks nationwide
- Based in Uxbridge

"We needed to look at the efficiency of our IT across our disparate sites. We did not want to invest in costly licences, so we looked at a hosted solution to deliver business benefits."

Brendon Petsch
Operations Manager, GRITIT



GRITIT SAVE OVER £40,000 WITH A HOSTED TAILORED SOLUTION FROM OUTSOURCERY

WINTER RISK MANAGEMENT

Uxbridge based GRITIT was the first company in the UK to focus exclusively on winter gritting. With over ten years' experience, it is now a market leader in the Winter Risk Management industry.

The company has evolved from a gritting business into a company helping businesses to reduce the risks that severe weather can bring to UK businesses on financial and operational levels.

REAL TIME BUSINESS

GRITIT is a fast growing company that is, on average, doubling in size each year as companies look for expert help to reduce the affects extreme weather can have on their business.

GRITIT works throughout the country and has six strategically located regional operations managers. It means GRITIT is in essence local to everyone. These managers work from home or small serviced offices on job allocation for over 100 gritting trucks nationwide.

The overall process is a complex one. It involves tasks such as; monitoring weather conditions, tracking vehicle locations, monitoring the amount of salt used at each site and ensuring there are sufficient components in place to meet customer demand as and when required.

From an IT perspective GRITIT's network of employees were initially working purely on spreadsheets with a web email (POP3) system. There was no synchronisation of IT across the offices and no back-up of communications, and it meant that each individual was, in a sense, working in isolation. Processes were slow and efficiencies poor. For such a complex task, relying on manual data management meant the risk of human error was high.

As awareness of personal liability claims increases, a small error could cost millions and GRITIT takes responsibility for any accidents on clients' sites, so they would be liable.

GRITIT decided that critical to its business growth was an improved IT and communications process. It needed a secure communications solution that would improve efficiencies across the sites nationwide and ultimately communication with the end customer.

THE OUTSOURCERY SOLUTION

GRITIT wanted a solution that would have the scalability to grow with the business, but it did not have the internal resource to manage it. They needed the functionality of a more professional enterprise solution, preferably without the large price tag. The cost of ownership for a central server was both prohibitive and also impractical with the disparate sites.

GRITIT approached Outsourcery to tailor a hosted solution which meant that they did not have the upfront investment, installation charges and ongoing maintenance and management related to installing and running their own server and software. They wanted to get on with growing the business, rather than inefficient business systems and processes.

Outsourcery designed a complete IT and communications solution for GRITIT, providing both hosted IT solutions from Microsoft and mobile communications with Vodafone BlackBerry to improve efficiencies throughout the company network.

GRITIT has initially seen savings of around £40,000, with the removal of the need for a dedicated IT resource. The move to Vodafone alone for mobile communications has saved over £7,000. This is without the investment of over £20,000 involved with licensing software for the hosted services.

The bespoke solution for GRITIT incorporates business email (hosted Exchange 2007), customer relationship management (hosted Dynamics CRM) and shared document management via an intranet (hosted SharePoint 2007). Outsourcery has provided a complete hosted package enabling GRITIT employees to access and share documents in real-time and ultimately deliver a more effective service to its customer base.

The solution means GRITIT has moved away from manual data management, by automating the processes via Microsoft CRM. It also means GRITIT has saved on the salaries of two administrators.

THE FUTURE

GRITIT can create jobs and send them directly through to the individual PDA device. With web access directly into the Meteorological centre the solution has been set up to update meteorological data and parameters in real-time direct to each user, ensuring decisions and job scheduling are accurate and efficient. All post service data is imported into the CRM solution

and allows GRITIT to search and retrieve any and all information with a few clicks.

Fully synchronised email with BlackBerry ensures drivers on the road have the very latest information, and remove duplication of work and increased productivity. The solution has automated the processes with workflows now managing the mobilisation of business critical information ensuring maximum efficiencies.

“Outsourcery’s solution has removed the need for a dedicated IT resource and leaves me to focus on growing the business.”

Brendon Petsch
Operations Manager, GRITIT

OUTSOURCERY SOLUTION IN SUMMARY

A hosted IT and communications solution ensures GRITIT has real-time information across the network and is able to deliver an enviable service to its clients across the UK.

- Microsoft Exchange 2007 gives instant access to emails, calendars, tasks and contact information from any PC, laptop or web-enabled device
- Microsoft SharePoint 2007 provides an easy to use intranet or extranet with controlled access to customised workflows and job allocation
- Microsoft Dynamics CRM 4.0 enables GRITIT to analyse and monitor their client service processes
- BlackBerry from Vodafone on a Total Business tariff



2010 PARTNER OF THE YEAR
Hosting Solutions
Winner



CALL OUTSOURCERY TODAY ON:

0844 847 9601

VISIT: WWW.OUTSOURCERY.CO.UK

OUTSOURCERY®
THE CLOUD EXPERTS