

Success Story

Customer: Bridge Precision Engineering Ltd
Location: Wimborne, Dorset
Industry: Diverse Manufacturing
Contact: Tony Goodwin, Managing Director



Overview

Prior to implementing the Tricorn system, Bridge Precision managed work using basic Excel spreadsheets. Managing Director, Tony Goodwin commented, "We had just begun to use job cards, however a lot of the tracking was carried out verbally. So a job would be booked in and go through the factory without a paper trail."

He continued, "Fundamental things like the pricing of materials was done by memory while the tracking of jobs involved asking those directly involved with the work. A client phoning to track a job would mean leaving them on hold while I went to the factory floor to ask. Each invoice that we sent out was manually created, and going from a book of 400 jobs to 20,000 by December 2008 often with multi-invoice requirements, this workload took up three days of every working week. Inevitably as the company developed it began to get difficult to keep track of work and mistakes began to creep in."

Why Tricorn?

Bridge Precision considered four solution providers and requested demonstrations from three companies including Tricorn. At this time Bridge Precision also improved its administration capability through the upgrade of IT systems.

Tony Goodwin stated, "The decision to purchase Tricorn was based on a number of factors. We liked the flexibility of the software; it's a system that uses common screens from the creation of a job right through to invoicing. This means there was little instruction required which enabled us to get up and running quickly and efficiently. This was a deciding factor for us."

He continued, "What impresses us about Tricorn is their continual professionalism. From quote through to installation, the Tricorn team were efficient and wholly supportive of our requirements. After training we were given the option to 'go live' with the software or to trial run. Confident in Tricorn, we chose to go live without any hitches."



Bridge Precision Engineering was founded in 1997 and provides manufacturing solutions to a diverse client base that includes aerospace, oil, diving, air bearing and commercial industries.

In the past three years the company has grown to meet the requirements of an expanding customer book, increasing the company's annual turnover by more than 600%.

Bridge Precision is looking towards ISO accreditation by the end of Q2 2009.



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Customer Support

The professionalism experienced with Tricorn during the implementation phase is continued to the service support received. During the two months after implementation, Tricorn ‘phoned once a week to check on progress. These ‘phone calls were not just quick courtesy checks. The Tricorn employee would always be able to help with our queries, no matter how long the call lasted and without putting us on hold or passing us through to someone else.’

Easy to use

Goodwin concluded, “The software works as we hoped it would. Gaining access to information such as knowing where materials are sourced and costings is simple. And if we receive repeat work, it only takes a minute to copy a works order and modify it for the new job. This leaves us free to concentrate on other work.

Invoicing now only takes 2-3 hours, 1 day a week, freeing up time for other members of staff. As for those mistakes that were starting to creep in, invoice queries have fallen from 8-10 a month to none.”

About Tricorn Systems Ltd

Tricorn Systems Ltd. is based in Farnham, Surrey. It has extensive experience in dealing with UK-based manufacturing companies with more than 300 customers operating the Tricorn Production Control Software on a daily basis.

In addition to the Job Processing system, Tricorn provides an integrated Quality Assurance module (suitable for ISO9001 and AS9100) as well as a workshop scheduling (planning board) system.

The Tricorn Job Processing Software is the company’s key product. Introduced in 1987, continual improvements are being made to keep abreast of customer requirements.