

LYNCHPIN

- frees up time, and puts your finger firmly on your workshop's pulse



Are you

- Frustrated by not being able to read fitters' handwriting
- Frustrated by fitters hours not always charged out
- Wrong parts sometimes ordered
- Supplier credits not getting done fast enough
- Annoyed parts are sometimes missed from invoice
- Bored manually writing out vehicle inspection and test schedules
- Stressed out when you cannot instantly find information when you need it
- Annoyed duplication, errors & omissions is wasting valuable time and costing you money
- Fed up having to scan and email inspection sheets to customers

Would you like

- instant job, vehicle & customer histories any time you need it
- a single integrated system for storing and measuring profit on every job done in your workshop
- to increase the number of fitters hours invoiced
- instantly track parts used on any job and vehicle, and instantly see profit made
- to automatically email customers of inspections and services due
- to automatically email customers invoices immediately the job is done
- to instantly email customers defects
- to turn costs such as consumables into precious income
- to instantly recall and email job paperwork
- to guarantee extras such as steam cleans, parking etc are always invoiced out
- to stop your margin being stolen from you by eliminating poor paperwork processes
- inspection sheets fit for purpose, your purpose
- a system built exclusively for commercial vehicle workshops
- a system tailored to your way of working
- a system with built in expansion of fitter and stock bar code scanning, AND VOSA bookings
- an affordable system that's proven to pay for its self very quickly, and many times over
- a system that makes you stand out, and delivers great customer service



LYNCHPIN

Easy to use affordable system that stops paperwork and manual processes suffocating your workshop productivity.



Co Durham



Leicester



Norfolk



Derby



Essex



Newcastle upon Tyne



Selby



Leeds



Bolton



Co Durham



Merseyside



Cheshire



Bristol



Stockport



Grimsby



Southampton

Finger tip control gives you

- Instant Traceability by vehicle, job, work done, parts used, and fitter which means your are in control of the **three factors** which affect your margins - **time spent, parts costs** and **customer charging**
- Colour Coded Workshop Diary makes it easy to see work progress, making booking in decision simpler and faster
- Easy to follow automatic job tickets means fewer mistakes, and eliminates the risk of losing one
- Automatic production of customer invoices and updating to Sage Line 50, QuickBooks, Pegasus etc means no more re-entering the same information in different places
- Instant invoice email means faster cash collection and saves postage cost
- Extensive vehicle database means instant recall to owner/operator details, brakes, transmissions, tyres, last speedo reading, last service date, lifetime labour hours and charge, lifetime parts, service intervals, fuel cards, loan vehicles, and a lot more
- 360° vision over your own plant costs
- Specialist features for tacho repairs, parts only sales, stock control, parking, and miscellaneous sales all included
- Built in inspection sheets with options for your own mean customers get electronic copy of defects as soon as the fitter completes the inspection
- Integrated scanning and notes store associated info i.e. photos, test certificates, emails, inspections sheets, and can all be emailed on demand
- Seamless purchase ordering linked to jobs so parts invoicing out is always guaranteed
- Real time reports instantly measure all aspects of your operation means no more nasty surprises
- Stock control bar code scanning
- Bar code fitter time recording and integration to clock card machines such as TIMEPRO
- Automatically email customers their annual vehicle schedules

You can enjoy all of these benefits for less than £4 a day. Investment is not only fast but is repaid many times over. Call 01661 844864 today for a free on site demonstration.



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ALAN SEWELL

BREAKDOWN & RECOVERY • SERVICING • REPAIRS

Workshop software is Lynchpin of Sewell success North eastern CV recovery and repair firm

Alan Sewell Ltd has adopted Database Software Solutions' Lynchpin workshop management system to help keep on top of its administrative workload.

The firm, launched by Alan Sewell himself in 1974, offers a 24-hour commercial vehicle breakdown and recovery service across County Durham, Yorkshire, Cumbria and Northumberland.

In addition, all types of HGV repairs are handled by the company's seven qualified mechanics, including welding, preparation for MOT tests, and vehicle inspections as required by VOSA - as well as contract maintenance work.

The company is located in the village of Evenwood, County Durham, just over two miles from the ground of West Auckland AFC- against-the-odd winners of what has become popularly known as the first World Cup, in the 1901 against Zurich.

But one challenge faced by Alan Sewell in recent years, albeit less glamorous than competing in an international football tournament, has been very nearly as daunting: that of tackling his workshop's mounting paperwork, invoices, job cards and inspection sheets.

"Some five to six years ago I decided that we needed to take the strain out of keeping customers and their vehicle records up to date", Alan explained.

"I wanted to stop all the duplication of having to write and rewrite the same information for every job we do.

"Moreover, I want to be able to see instantly how we have performed both operationally and financially on a job. With the wafer thin margins of the transport industry I believe it is of paramount importance to measure the contribution each part of the business makes".

Alan looked at a range of workshop management options but was dissatisfied with the lack of flexibility provided.

"We are multifaceted in what we do, so we need something that handles all the different types of work.

Everything needs to be tied together in a simple and singular system".

After Database Software Solutions' Alex Muir contacted him to discuss the Lynchpin system, Alan adopted it - and soon found it was yielding positive results.

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"It was a breath of fresh air to speak to someone who was genuinely interested in tailoring his software to match the way we work. Everything we have asked for has been incorporated.

"Every part of the process, from reminding a client of an inspection due, through to turning the job into an invoice to updating SAGE, has improved beyond all recognition.

"Lynchpin now sits on our four-user, company-wide network that has everyone singing from the same hymn sheet and puts me and my staff's fingers firmly and instantly on the pulse of what is happening in our business.

"The ability to be able to instantly retrieve and measure the performance of a job at the touch of a button has made everyone, especially so the admin staff, much more productive. Job queries, whether they come from a mechanic, customer or supplier, get answered faster, which cuts out communication frustration.

"In the five years we have been using Lynchpin we have fine-tuned it as the need arose. I'm no different to any other businessman. I want fast, reliable, and real-time information to make better business decisions, and Lynchpin is central to me achieving this.



turners commercials

Lynchpin turns up efficiency and accuracy for Dorset based drawbar specialist.

West Dorset VBG Drawbar specialists, Turners Commercials have installed Lynchpin to simplify job paperwork and track how time is spent.

Established in 2000 Turners Commercials offer a complete service regarding VBG drawbar equipment. Anything from a wear plate to a full installation kit.

With dedicated service vans they carry out a range of tasks including regular servicing and safety checks for couplings and trailer eyes. Working with specialist body builders they provide a range of installation and supply of complete coupling kits in house or at client's premises on new or used trucks.

At their workshop in Dorset, as well as the installation and repair of VBG equipment they also produce a number of centre axle trailers built to order.

The problem we have says co-owner Peter Taylor is that "we work in house and on clients' sites. We use SAGE for our invoicing but the problem was all the information from job and time sheets took time to decipher and enter. If we or our customer's had any queries it was time consuming and a pain to dig out the job paperwork. Even with it, we still had to cross reference the work done with the parts used. It took time we could ill afford".

Acutely aware that for a long time the burden of paperwork was suffocating their efficiency, the owners Robin and Peter decided enough was enough, and in mid-2016 started looking at workshop software.



We looked at a number of packages but found that none included any functionality to help us simplify one of our biggest headaches, body building. Quoting for this type of work used to take a

long time and we always ran the risk of getting our sums wrong. Especially so with regards to the time we estimated and the time it actually took.

We then came across Lynchpin from Database Software Solutions based at the other end of the country near Newcastle. With a committed assurance that it would be tailored to suit our specific requirements we implemented it in September last year.

Having used it for three months now Lynchpin has been one of the best ever investments we have made in the business. Information is entered once and is then used by Lynchpin to automatically update tasks which used to guzzle our time and tax our patience.



I recently did two quotations for some body building enquiries. Pre Lynchpin days they would have taken a few days. With Lynchpin I was able to do both in an hour. The layouts are more professional looking, the clients got them sooner, and I know that if they become jobs I will be able to measure to the exact penny how accurate they were. And in addition to all that, I know that should I get any similar enquiries in the future I can use them as a template.

Although it is early days both Robin and I are delighted with Lynchpin. The quality of support has been excellent. Integrating the stock with VBG has been a real time saver. Tracking time spent in the workshop has been a real eye opener. Alex's personal commitment to tailoring it to suit us has provided us simplification and information this time last year we could only dream of.



Tablet technology simplify inspection sheets for Harlow Truck

Harlow Truck have expanded their LYNCHPIN workshop control system by using inexpensive tablet technology, eliminating the need for their fitters to manually write out inspection sheets.

Says company director Graham Adamson, "it is a great time saver for the fitter because they don't have to worry about numerous bits of paper. The work requested, the work carried out, the parts they use and the relevant inspection sheet are all in one place – a 10" tablet wirelessly connected to our company server."

"In the old days there was always big black clouds of whether we had invoiced all the hours out...whether we had charged for all the parts used. Sometimes we would hit credit control issues because the customer hadn't been invoiced their special prices. Tying up all the paperwork sometimes could be like doing a jigsaw without having the box cover.

We would have to photocopy or scan the inspection sheet and post it out to the customer. If the inspection sheet was illegible and covered in dirty oil marks, we would have to create a new one – deciphering fitters handwriting and censoring their notes. Not only was this a pain it gobbled up time we could ill afford.

Now Dave and myself can check the inspection sheet, correct any spelling mistakes and automatically email it direct to our customer. They like it because they can file the inspection sheets simply and easily, keeping their own recordkeeping up to date. Its win-win.

It stops job and inspection paperwork choking our productivity and efficiency.

If we get a new customer who wants us to use their inspections sheets it is a simple process of just adding it to the existing ones. Being able to offer this gives us a big competitive edge.

We have 12 core inspection sheets which are vehicle and customer specific. We used to spend over £1000 a year getting them printed. That overhead cost is no more and because we can instantly email them, we have substantially reduced our postage costs.

...continued

The input screen the fitters sees is simple to follow, which makes it easy and fast for them to complete correctly.

The tablets are just other devices linked to our server which guarantees all the information is in real time. This ensures we answer customer queries quickly, accurately and without interruptions

The seamless integration of LYNCHPIN with our TimePro time recording, and now the tablets ensures everything is where it should be. The system frees up well over 20 hours a week from the chore of checking...and double checking handwritten and usually illegible paperwork.