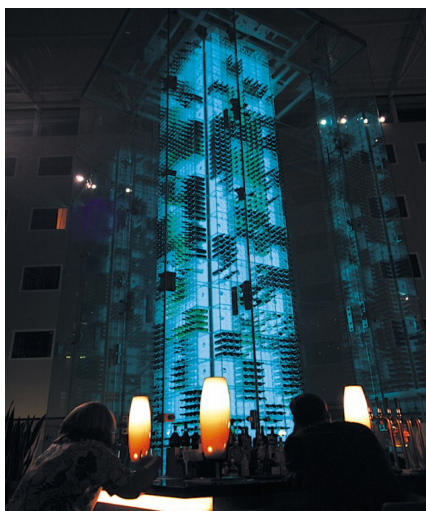


### REDUCED COSTS AND IMPROVED EFFICIENCY AT WARREN SERVICES



Wine Tower at Stanstead airport

#### Precision and production engineering

**Warren Services** is an engineering company based in Norfolk delivering a quality precision and production engineering service.

Warren supply the global market with theatre and stage equipment, bespoke vehicular equipment, heating and ventilation assemblies, and food processing machinery.

*“Our company was growing and needed support”*

**Warren Services** had previously been using various methods of manual systems to manage their production and business processes. However, their refusal to compromise neither cost nor quality has ensured their increased success and growth and had led to their need for increased operational capabilities. Their manual systems could no longer manage their internal business processes and so they decided to invest in a Production Control System.

#### Warren at a glance

#### INDUSTRY

- Theatre and Stage Equipment
- Bespoke Vehicular Equipment
- Heating and Ventilation

#### TARGETS

- Material Stock Control
- Improved Cost Controls
- Management of Internal Processes

#### SOLUTIONS

- Shop Floor Data Capture
- Bespoke Crystal Reporting
- Sage Invoice Integration
- Key Performance Indicators
- Sales Order Processing
- Stock Control
- Batch Purchase

#### RESULTS

- Improved Job Costing
- Monitoring of Job Profitability
- Increased Efficiency
- Reduced Costs

#### “Implementation was quick and smooth”

After evaluating a variety of Production Control Software providers, **Warren Services** selected Redthorn which they found to be a cost-effective and user-friendly solution to their problems. A seven user system with three Data-Capture Touch Screens was installed in September 1999 and upgraded to the flagship system Aventa in 2005. Ian Nixon, Office Manager, was pleased with Redthorn's Implementation and Training Plan which was created by their own Personal Project Manager, stating that the implementation of the system was “quick and smooth”.

#### “Comprehensive support”

Warren's users followed a 10 day training program, after which they had the system fully operational with 3 months. “The training provided was of a good standard and our users quickly accepted the new system” said Mr Nixon.

Warren Services are also delighted with the level of after-sales help provided by the Customer Support and Technical Support Staff at Redthorn and have discovered a wide range of methods available including telephone, e-mail, modem, forum, Internet and on-site assistance. “The Support Staff are friendly, helpful and technically competent” comments Mr Nixon.

#### Module Focus:

#### Shop Floor Data Capture

Warren use Aventa's real time data capture module and use their touch screen stations to:

- Process Payroll
- Manage Shift Patterns
- Monitor Employee Efficiency
- Provide Real time Cost Analysis
- Record Rejects
- Monitor Machine Breakdown

Contact us for more information:

Telephone: 01772 770 670

Fax: 01772 628 278

sales@redthorn.com

www.redthorn.com