



# IMS

INTEGRATED MANAGEMENT SYSTEMS



## IMS @ Work

### Mind Over Matter

A key factor in the successful implementation of IMS is attitude!

The attitude of management to rolling out the project is paramount. Top down enthusiasm for IMS ensures that the attitude of the staff who are the primary users of the system, will make the project a success.

Reluctance and scepticism at the management level filters down through the ranks and we find the opportunity for successful uptake of the system is not maximised.

A positive attitude to any challenge means you are already half way to success!

### IMS Kick Start

At I-man we do not take the customer's decision to sign up with IMS lightly. We recognise it is our customer's commitment of time and money to implement our management system. We commit to them our time to ensure the process works smoothly and efficiently. We make sure that they are up and running with IMS as soon as their business process allows.

The implementation phase of IMS is directed and managed by our Technical Support Manager, Bradley Bristow-Stagg. He understands business processes and will guide our customers systematically through the start up. For the majority of clients who are already reasonably organised in terms of the administration aspects of their business, our staff can begin with the initial uploading of their information onto the IMS database. From this point, customisation of the specific client's business occurs and any other integration between IMS and their accounting software can be implemented.

The customers who get the most out of the IMS program are those who are organised and as a result, implementation is very easy and quick. Others that also benefit are customers who in contrast are poorly organised but they have the enthusiasm and the will power to make a change and turn their business processes around. We often hear from such clients that an upsurge in jobs, billable hours and profit has occurred since the implementation of IMS.

In our sales process we take into consideration two factors very carefully. Firstly, is the customer willing to spend the time to implement IMS properly? Secondly is the customer positive about the process or not? Yes to both of these questions ensures a successful implementation of IMS. We like to think at I-Man that we choose our customers carefully!

## IMS Point Scoring

IMS enables service related businesses to be streamlined, professional and efficient with their administrative business practices. Both small and large projects can be easily managed with IMS due to its scalability.

Many of our customers now have the confidence to take on more staff and quote on complex projects as they know they can be carefully managed by the IMS system. IMS ensures that our customers can grow their business to the next level.

Increasing profitability and productivity of staff is a hallmark of good business practice. IMS enables our customers to achieve excellent levels of business practice and become leaders in their field.

## IMS Full Swing

Once IMS is implemented and staff are competent with the system, the benefits are clear for users. There are three core groups that access and utilise the IMS system; Management, Administration and Service Personal. Each of these three groups use IMS in very different ways. This can be broken down into three categories, in the office, on the road and after hours. Exploring each one assists to understand the everyday usage of the IMS product.

### **In The office:**

The moment the phone is answered and a potential new job or query is made, IMS is opened and the data is entered. A task is then generated either to follow up, quote or a job is scheduled to a service personnel. Once the job is undertaken, service staff log their hours and parts used and any other additional costs. This information is instantly accessible to the administration staff. An invoice is generated, sent from IMS and can be transferred through the integration link between IMS and their accounting software. Based on information received through IMS from service personnel, a job may also be rescheduled, parts ordered or a selection of other outcomes.

### **On The Road:**

For most plumbing and electrical companies the start to each workday occurs in the office where staff are issued with worksheets and instructions. IMS has revolutionised this time consuming process. Work starts on site with IMS. Service personnel access IMS, jobs are uploaded and information pertaining to each one is logged, ready to go. IMS offers a specifically designed easy to use PDA interface allowing service personal to access information, order parts, log hours and even fill in compliance forms while on site. This saves hours and hours of admin and potential mistakes when service staff try to recall actual events!

### **After Hours:**

How often does the boss have to stay around while everyone else has knocked off? IMS offers a solution to this age old problem. IMS streamlines business process to such an extent that tasks can be completed quickly and efficiently, less time in overtime!

Less work out of hours is a great advantage. The ability to also access business information from any location that has internet access additionally supports management by giving them the freedom to work after hours at home, on holidays, anywhere in fact!

IMS offers customised security options allowing levels of access. This ensures that business information is kept private and secure. Specialised management diagnostic tools are only accessible at the highest level to enable a business owner to quickly view easy to read reports about profit and loss, staffing profitability, stock control etc.

No longer does after hours mean hours in the office. After hours can mean a couple of hours on a Sunday afternoon, or even a few moments on a beach in Bali so long as there is internet access!

IMS ensures that business owners can actually enjoy the proceeds of their business without the stress of being tied down to the office.

CONTACT US FOR  
MORE INFORMATION

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