NYTimber
www.nytimber.co.uk

A Big Change for a Big Business

North Yorkshire Timber is one of the largest independent timber importers and merchants in the North East. Their dynamic business offers products for everyone, from large construction companies down to the general public.

To support their constantly growing customer base, the company's senior management were keen to modernise their logistic systems. They needed a system that could match the scale of their operation and leave room for continuous growth. "We spent months researching the market for a suitable solution but most systems seemed to lack one thing or another. We needed more from the software than just a dot on a map," explained Gordon Bache, the distribution and warehouse manager at North Yorkshire Timber. "After a while, we came across BigChange and were blown away by what their JobWatch system could do," he said.

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Much more than a dot on a map

North Yorkshire Timber served as a pioneer – they were one of the first few companies to try out the newly developed JobWatch system. They initially ran a trial with only 2 vehicles. Almost overnight, the firm began to realise significant improvements in their operations.

Only two months into installing the system, our efficiency was on the rise! We were able to monitor the drivers and optimise the use of their working hours. We saw that the system would rapidly improve our service quality and customer service," explained Bache. The tangible benefits were clear and they decided to roll out the system to their entire fleet.

"Only two months into installing the system, our efficiency was on the rise.."

How they completely modernised their logistics operations

The Benefits Were Clear

"JobWatch seamlessly integrates with our back office software at no extra cost," highlighted Mr Bache. He also mentioned the following benefits:

- Reduction in fuel bills
- Reduction in driving hours
- Improved planning, enabling more products to be delivered
- Improved driver attitude
- Reduction in customer calls as the teams previously spent up to half the day answering calls to track the progress of orders. Now, each of the depots has access to the JobWatch system and can see the progress of a delivery for themselves.
- Customers also receive an automatic text updating them on the ETA of their delivery.
- The Company has become more proactively green
- JobWatch helped identify the savings they were making and enabled them to purchase another truck.

ETA

Gordon Bache finally remarked, "The RoadCrew customer service team is excellent. During our adoption stages, they put in an unprecedented amount of effort into modifying the system to meet all our requirements."

About North Yorkshire Timber

North Yorkshire Timber is one of the largest independent timber importers and merchants in the North East offering products for everyone, from large construction companies, house builders and property developers, to self-builders, DIY enthusiasts and the general public.

Established in 1979, North Yorkshire Timber has grown quickly through its reputation for quality, excellent service and superb value. In 2011, they rebranded as 'NYTimber' to reflect the growth of our business. With their fleet of vehicles, they make fast, reliable deliveries throughout the North. Their specialist areas include timber fabrication, special machining, timber strength grading and preservative treatment services. They also supply Engineered JJI Joists and Roof Trusses, supported by an in-house floor and roof design service. www.nytimber.co.uk

About BigChange

BigChange is a rapidly growing technology business led by Martin Port, the award winning entrepreneur who previously built and sold the UK's largest vehicle telematics business. BigChange's complete, out-of-the-box JobWatch system integrates timesheets, driver pre-use checks, expenses, jobs, stock and workflow management linked to vehicle tracking, satellite navigation and messaging services on a rugged touchscreen mobile computer. It significantly reduces the cost of mobile computing and enables any business with transport, fleet or field service operators to eliminate paperwork and run more efficiently.

you'll love JobWatch & your customer will LOVE you

NYTIMBER

JobWatch
powered by: **BigChange**

FMB The sign of building quality

FTA MEMBER

Brake
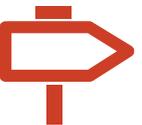
RHA Associate

4 **EXTRA JOBS**

per engineer or driver per month

8 **HOURS OF OFFICE ADMIN SAVED**

per mobile worker per month

10 % **REDUCTION IN FUEL USE**

10 **HOURS LESS TRAVEL TIME**

per mobile worker per month

0 **FAILED JOBS**

SIGNIFICANTLY REDUCE THE NUMBER OF DAYS **TO RAISE AN INVOICE**

GENERATE **MORE BUSINESS**

Your customers will LOVE you