evergreen

Tim's Transport
When a CRM is essential to the running of the business.

Database system for Special Educational Needs Transport Company

Tim's Transport is one of the leading suppliers of S.E.N transport in Gloucestershire, with services including transport to and from home to educational establishments, day care centres and respite centres, vocational day release, private and special needs appointments and family visitations, on a one-off or regular contract basis.

Any company involved in logistics has a lot of paperwork and Tim's Transport was no exception. They were using an old database and spreadsheets to manage the business day to day and there was a lot of duplication of admin.

The Evergreen challenge was to provide a new **responsive and flexible CRM** that allowed Tim's Transport to **manage their entire transportation business, taking care of the day to day administration involved**.

Evergreen developed an online website solution that:

- Offers instant updates
- Manages transportation logistics : monthly invoices, staff rotas, appointments, job sheets, vehicle and driver licencing.
- Is responsive and robust

Save time & money and avoid duplication

Rosina Cox is Director of Gloucester-based Tim's Transport Limited.

Over the past few years Tim's Transport has made big investments in the company infrastructure including upgrading its office systems with bespoke software and processes and through the tendering process the company has been awarded more than 150 contracts from Gloucestershire County Council.

Rosina wanted a completely new way of managing the business. A way that would save time & money and avoid duplication and with this in mind Rosina contacted Andrew Cope, Managing Director of Evergreen.

Rosina talks us through their experience of working with Evergreen.

"A local company that understands local business problems"

"I wanted to find a local company that we could work closely with to come up with a **customised software solution** that would perfectly fit the needs of our business".

Rosina goes on to say "I found Evergreen following research and they seemed to have the right balance of skills and experience that would match our requirements – we were looking for a new database together with a fresh approach to our website".

"Professional friendly approach"

Talking about Evergreen's approach Rosina says "I really liked Evergreen's friendly and professional approach, right from the start they listened to what we wanted and worked with us so that we were happy with the solution".

"Out with the old, in with the new"

Tim's Transport was using an **old database to run the business** that was difficult to update and change, in addition they were using spreadsheets to manually input information as well as paper records. Rosina explains "We wanted something completely new to manage the whole business, something that would be quick and easy to use, that would save us money, avoid duplication and keep accurate records".

Evergreen developed the new system to deal with these issues as well as upgrading and redesigning the website to appeal to a wider demographic.

The new system is now able to manage all the day to day administration involved in running a busy transportation office; monthly invoices, staff rotas, drop off appointments, job sheets and basically managing the drivers and their vehicles.

"Next steps"

The improvements to the business do not just stop there, Rosina is already looking at ways to further develop the system and there are plans to automate the vehicle records to include the recording of MOTs, servicing, tyre treads, with the addition of CRB checks and records for the drivers and general vehicle maintenance.

Finally to describe the experience with Evergreen Rosina sums it all up by saying "They are good, really good!"

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