

# Customer case studies

## Mentor FLT Training Ltd

Established in 1988, Mentor FLT Training Ltd is the UK's leading provider of training and associated services for materials handling equipment and workplace transport. The company has developed into a hugely successful, expanding organisation employing 130 training instructors and 25 office-based staff nationwide.

"It's crucial for Mentor to maintain long-term growth. We now have the systems in place to support this strategy."

Richard Shore  
Managing Director



**Industry** Training

**Geographic** Derbyshire

**Turnover** £4m

**Solution** Dimensions  
GoldMine

**Modules** Core ledgers  
Asset manager  
GoldLink+

### Business Issues

Before the system overhaul, a major problem for Mentor was the inefficiencies resulting from double entry of data and time-consuming manual processes. They were running three separate systems; Telemagic, SageLine 50 and their own in-house training certification database. Neil Rose, Systems Manager at Mentor comments, "Integration was obviously a key factor. We needed to build a bridge between our accounts and CRM systems, primarily due to the increasing volume of data entry. Access had the experience and expertise to integrate our finance system with GoldMine and the Training Certification database."

### Systems Requirements

Mentor's departments – Sales, Operations, Certification, even the Board of Directors – all had

different system needs. As well as the traditional crosscompany CRM requirements, they also needed to improve the workflow processes between departments, increase efficiency in certification, and automate the production of management information. Neil pointed out, "With our previous system, there were so many manual processes involved, it was a nightmare to find what we needed."

### A streamlined way of working for Mentor

The project started in October 04 and went live in January 05. Now, when a sales enquiry comes into Mentor, the sales team will discuss the customer's requirements there and then. All customer details, conversation notes and correspondence are recorded centrally within GoldMine.

Customer profiling, data segmentation, targeting and campaign management have been made much easier to do. The centralised data storage benefits staff across the company, giving them access to all the information at their fingertips.

### Integration

Access wrote a new application for Mentor called course manager to run seamlessly within GoldMine. This allows a sales order to be completed on screen. Course Manager automatically writes the booking details into the finance system and an invoice is then sent to the customer. These used to be time-consuming manual processes, requiring paperwork and filing.

Today, all this information is stored electronically. Mentor can now allocate training instructors through a dedicated screen which also prints or emails the instructors with their workplans. Finally, certificates are now produced with course manager, and only once a course has been paid for, thus avoiding delays and problems with counterfeit certification.

Mentor has achieved fantastic timesavings of 50% – going from 11/2 hours down to 45 minutes per course booking.

### Mentor’s Relationship with Access

Neil commented "We have developed a really good relationship with Access. Their consultants quickly understood the issues we faced, what we wanted to achieve from the project and how we could achieve this. We bounced ideas off them, which led to us improving our original specification to meet more of our requirements. Access solved all of the issues that arose whilst maintaining the focus on core requirements and budget.

Finally, working together has helped me to further understand the scope and functionality of GoldMine and what it can do for us over the longer term."

### Summary

Neil Rose concludes, "It has been hard work to implement the project with the tight timescales given.

We have had full support from Access and the implementation has run very smoothly. As many companies will know, when changing business systems, it can be a big gamble and pretty daunting. But Access’ experience and professionalism has really helped ensure a smooth changeover."

### Who we are

Access will give you the advice, tools and clarity you need to make effective decisions, quickly and with certainty. As both a business-focused consultancy and a specialist software developer, we combine our innovative software with practical experience to deliver a solution that’s exactly right for you and your business.

You can rely on us to provide you with a solution that’s simple, proven and relevant to your company. We have over fifteen years’ experience of developing software here in the UK and our regional consultants have tailored and implemented this software all over the UK and Ireland.

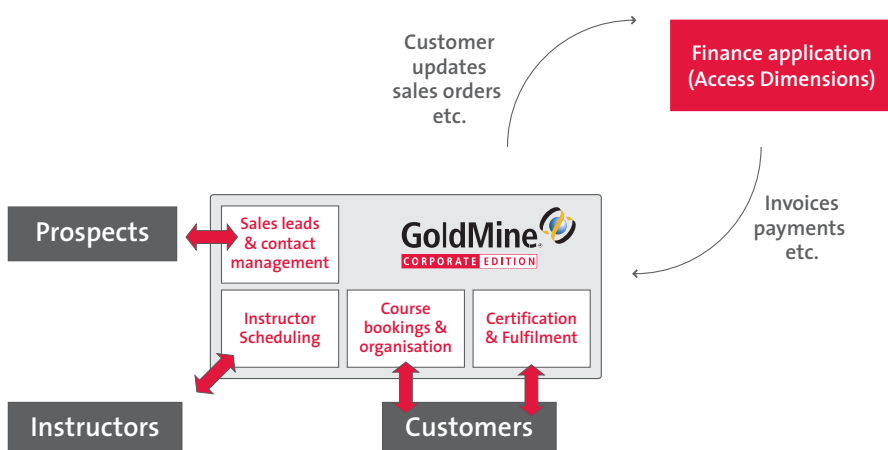
The expertise we’ve gained gives us an unbeatable ability to accurately assess your needs and deliver maximum impact with ease and confidence.

We believe your solution must be ready for the future, as well as right for today. Because your business will constantly evolve, we provide a software solution that grows with you.

Our modular software covers a complete range of business, financial and administration processes and can be flexed to give you the precise view of your business that you need at any time.

Our supportive consultants combine their first-class software expertise with in-depth industry knowledge to constantly improve and simplify your business processes so that your solution delivers maximum value and a continual return on investment.

With Access, you can be sure you’ve got the clarity you need to reach your business goals.



### Further information

For further information on this, or any other Access case studies, please telephone us on 01206 322575, email [case-studies@theaccessgroup.com](mailto:case-studies@theaccessgroup.com) or, alternatively, visit [www.theaccessgroup.com/downloads/case-studies.aspx](http://www.theaccessgroup.com/downloads/case-studies.aspx)