

# How we do things





## Survey Administer

Designed for Tablet and UMPC mobile devices, it is the innovative way to gather information at the time of survey, allowing you to correct and add to the information taken by Move Administer at the time of enquiry.

Survey Administer can build a partial or full inventory of items on a room by room basis, providing the item condition, damage and packing details. Each time an item is added, the material and equipment requirements automatically adjust as well!

Photographs of items, rooms and access can be captured using the internal camera of the mobile device, external webcam, digital camera or mobile telephone.

The customer can sign on screen if in agreement with the content and this can be printed out with a complete inventory of the items at any time.

To assist with the sales process, photographs, videos and Adobe PDF documents showing further details of removal and storage methods (i.e. packing materials, export wrapping, containerised storage, videos of the moving process, sample quotation forms and completed quality control questionnaires) can easily be viewed.

Administer Software Limited provides a variety of services to support its products.

## Strategy Meeting

An initial strategy meeting takes place with the client to establish their requirements and to provide product demonstrations.

### Installation and Training

A progressive sequence of lessons has been developed to take the company from the simplest first steps to the most advanced system functions. This hands-on approach is invaluable, both for employee training and for allowing the technician to fine-tune the company's custom set-up.

#### Support

Administer Software Limited's support is second to none and is provided by various methods including telephone, VoIP and email. Support can also be provided remotely on demand, which enables user difficulties and potential problems to be resolved immediately.

#### **Product Updates**

Administer Software Limited is committed to keeping its products current with growing business needs. Regular updates are available online and an 'out of office hours' remote update service is available which eliminates system down time and has proven very popular amongst its customers.

Managing Director, Colin Wynn, knows that there is much more to an IT system than just the system itself. Of equal importance are the services that are provided and the personal relationship that exists between the company and IT supplier.

Administer Software Limited has an excellent reputation and its numerous testimonials are due to the teams detailed industry knowledge, user-friendly and reliable products and a second to none support service.

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## How we can help



# Our products



# Administer Software Limited brings over 25 years' experience of working in the removals and storage industry.

The company provides office software (IT) that enables removals and storage companies to:

- Successfully manage their business
- · Improve customer service
- · Improve efficiency and profitability



Administer Software Limited produces Move Administer and Survey Administer. Both have been designed to address the specific needs of the removals and storage industry in the UK.

Regardless of a removal company's size, both products will improve its quality of service, increase profitability and make everyones job easier. Both products are designed with the understanding that no two movers are the same.

A configuration section allows the system to be tailored to suit the company and the stationery service allows full customisation of all documentation, keeping printing costs down while at the same time maintaining the company's own brand identity.

Administer Software Limited also provides a professionally printed, user friendly manual for each product and additional module.

Administer Software Limited understands that companies change over time and its products and services are flexible and easily scalable, while still providing a consistent, high level of service.

Move Administer

Information is entered once only into this fully integrated system, as the enquiry leads to a survey, survey to quotation, quotation to invoice and finally invoice to management statistics.

Source recording can be analysed to show which sources are bringing in the best revenues and a quick and easy appointment diary helps to group appointments by area. Confirmation can be emailed or printed and destination addresses prospected for potential business.

A full breakdown of costs for moves and optional extras can be calculated on quotations. Recommended margins can also be provided, ideal for keeping prices to a premium in busy periods.

An event diary provides resource allocation of vehicles and crew.

A complete sales ledger allows every day accounting functionality. Direct Debits and Standing Order Mandates are available, making receipts easier for the removal company to manage.

Storage invoices are batch generated for print or email on a periodic basis. During production, accompanying statements can also be generated.

A history of letter, email and SMS correspondence is fully maintained. All documentation can be attached to emails which is merged together with the company's letterhead, keeping the importance of brand identity at the forefront.

A wide range of enquiry, sales, operational, financial and management reports is provided, all of which can be archived for retrieval at a later date

Additional modules allow companies to easily expand their range of services as demand dictates.