

" Stable Systems in High-Risk Scenarios ! "



Customer Profile

Pinpoint is the UK's leading supplier of Staff Personal Alarm Systems for use by people at risk of violence in the workplace. Based in Fife, Scotland, Pinpoint was founded in 1992 specifically to develop, manufacture and install reliable, easy-to-use staff protection systems.

With a large investment in Research and Development as well as in Customer Support and Care, Pinpoint aim to respond rapidly to the needs of a changing working environment to produce products and services that are appropriate and affordable. They produce a range of personal alarm systems to suit varying needs.

Key Achievements

- Provided a single integrated system which handles their end-to-end business processes.
- Serial Number tracking has enabled increased efficiency in warranty and maintenance activities.
- The reporting facilities have enabled information to be utilised and presented in multiple contexts, and with precise control.

Scenario - Dependable Software to Develop a Business On

With a head office in Fife, Scotland, as well as a presence in England and in Ireland, Pinpoint has developed into the UK's leading supplier of Staff Personal Alarm Systems. Typical environments for their usage would be hospitals and special needs educational establishments. Supplying products which people in high-risk scenarios need to rely on, Pinpoint were looking for a system which they in turn could place complete faith in.



■ An Integrated System to handle End-to-End Business Processes

With Pinpoint's business developing in scale and complexity, their existing Sage Line 50 Accounting system and DOS-based Stock Control solutions were becoming increasingly restrictive. Thus Pinpoint began the search for an integrated system which would provide powerful new facilities and much greater flexibility. Essentially they needed a solution which could handle their end to end processes, beginning with contact with prospective customers, the planning of procurement and manufacturing of their product lines, the project cost management and installation of their solutions, right through to the ongoing maintenance and customer service provision. Having done thorough research, Pinpoint recognised that the de Facto solution provided exactly what they needed in an integrated system.

■ Serial Number Tracking for Warranty and Maintenance

Clearly for products which people depend upon for their personal safety and well-being, Pinpoint's ability to carefully track individual product items for warranty and maintenance purposes is extremely important. Many of their products are bought in as components and then assembled; Serial number tracking within the de Facto system enables Pinpoint to precisely establish the history of particular components or products.

As their products can take considerable physical punishment in their installed environments, warranties are also an important focus and the de Facto solution enables Pinpoint to quickly and efficiently fulfil their warranty and maintenance services.

Powerful Reporting Facilities

Where previously Pinpoint had often relied upon manual documents for a variety of purposes, they are now able to utilise the de Facto systems [powerful reporting facilities](#) to produce all their internal and external documents. During the planning process, De Facto's consultants established with Pinpoint their precise reporting needs, and these reports were configured for them during the Implementation process.

The de Facto system has enabled Pinpoint to maintain a single centralised repository of information, thereby [cutting down on data entry times](#) and the maintenance of data integrity. Information is entered once within the system, and then utilised in a multitude of ways and formats. For example, Internal Orders provide detailed project information to their own staff.

Project Cost Management

Pinpoint required the de Facto system to handle very disparate business activities. At one end of the scale is the production and assembly of the various components of each security item. At the other is the [planning, costing and tracking of each project](#) itself. The de Facto solution gives them a tool with which to quote for new projects, and then to [monitor and track costs](#) throughout the project's progress. As a result of improved cost management of both physical items and their engineers site times, Pinpoint now quote projects more accurately based on past experience, and they are also more competitive in the marketplace, whilst ensuring profitability.

Pinpoint have been delighted with the impact that the de Facto solution has had on their business operations. The [implementation](#) of their new system went extremely smoothly, and on time. Since installation, they've found the De Facto [support services](#) to be effective and efficient. Above all, Pinpoint have found the de Facto system to be a dependable solution whose powerful yet easy to use features have greatly improved the efficiency of their business operations.

Visit the website of
[Pinpoint](#)

Call Us Now ...

to find out how de Facto S5 can deliver a powerful, flexible and easy to use solution to your business system needs!

Tel: 01473 417 200

Powerful Solutions for Multiple Markets

De Facto Software provides business driven Accounting and ERP solutions to wholesalers, distributors, manufacturers, packers and suppliers throughout the UK.

de Facto S5 incorporates integrated [Financials and Accounts](#), [Logistics](#), [Production](#), [CRM](#), [eServices](#), [Business Intelligence](#), [WMS](#), [EDA](#) and [Costing](#) facilities, in one [powerful](#) solution. Deploying the system typically delivers significant customer gains in such areas as productivity, cost advantage, management awareness, and competitive edge.



Power



Flexibility



Ease of Use

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