

Case Study: Cenelec Standards Inspections

Cenelec Standards Inspections

Cenelec Standards Inspections provides an inspection service of electrical and instrument equipment located in explosive hydrocarbon atmospheres. Cenelec provide their clients with information that identifies the suitability of equipment for use in hazardous classified zone areas.



Key Issues

Cenelec required a platform that offered the necessary capabilities to allow them to reduce paperwork, process inspections quickly and continue to grow and evolve as needs changed. Some of the specific issues that the system had to address were:

- To replace an existing, paper based system that did not offer the required flexibility to expand and grow their business.
- To integrate to the head office system to reduce potential errors by removing the need to re-key data.
- To improve service to their customers and to increase operational efficiency.
- To decrease the head office workload.

The Requirements

Perfect Image's approach provided Cenelec with a unique, handheld solution to suit their business needs. Some of the specific features that the solution provided were:

- Built in security features to protect on-site assets.
- The electronic processing of Inspection Sheets and Job Cards to make data processing faster.
- Data Synchronisation with the head office system to reduce data entry errors and eliminate the need to re-key data.

- Job card processing to record the time the inspectors spend on site and in turn, improve billing.
- Changes to the head office system to ensure streamlined integration with the handheld.
- The use of technologies that build upon the existing infrastructure and capabilities in-place at Cenelec to ensure a high level of independence in supporting the solution after its implementation.
- The demonstrable use of technology to keep Cenelec ahead of their competitors.

Client Testimonial

Overall this project was deemed by the Directors of Cenelec Standards to be a huge success. The ability to provide a very high level of technical service on a project which was imperative to our business function and has highlighted again that Perfect Image are at the forefront of Technical IT solutions.

Jonathan Gibson
Director

Our Approach

Perfect Image undertook a detailed requirements gathering process, involving staff of Cenelec to ensure that the system would deliver real business value. This also required the implementation of new business processes to support the new system.

Perfect Image and Cenelec staff members worked as a team to ensure the rapid development, testing and deployment of a complex handheld system. Skills transfer took place during this time to allow Cenelec

to provide their own training to their inspectors and to support and maintain the day to day operations of the solution.

The Solution

Utilising our bespoke development and system integration skills, a solution was delivered to meet the unique requirements of Cenelec. This included consultation services to assist Cenelec in refining and documenting their requirements and processes.



*Handheld device used to run the solution

The Results

Perfect Image has provided Cenelec with a cohesive solution that enables the company to meet their objectives. By implementing the Handheld Inspector, Cenelec have unified their processes and sped up the rate at which they can provide information to their customers. The solution helps deliver superior customer service and has enhanced efficiency.

They are delighted with their new system and it has allowed them to move forward in a way that was not previously possible and gives them a significant competitive advantage.