Greentree®
PRIMED FOR BUSINESS

BUSINESS SYSTEM HELPS TO FIGHT SERIOUS HEALTH RISKS

Water treatment specialist Tandex depends on Greentree to manage vital service checks.

CHALLENGE Tandex was heavily dependent on fragmented systems and spreadsheets to keep track of hundreds of water plant inspections.

SOLUTION Greentree's integrated CRM, BPM and Workflow desktops ensure that no job falls through the cracks.

RESULTS Paperwork and administrative staff have been halved, time and money have been saved, and both staff and customers know exactly the status of health-critical inspections.

Michelle Lawler, Manager, Administration and Finance
Tandex Pty Ltd

"Greentree is like an internal customer service manager who is constantly working 24/7."

An outbreak of Legionnaires' disease in Melbourne in 2000 killed four people and put 95 more in hospital. The outbreak was traced to an air conditioning cooling tower at the newly opened Melbourne Aquarium.

Obviously, the disease is taken very seriously by health authorities, and businesses rely on companies like Tandex Pty Ltd to ensure that their cooling towers are free of the Legionella bacteria. Failure to do so can result in heavy fines for the offending business and probably more frequent inspections.

"You're dealing with an organism that is so prevalent in nature an adverse result can occur at any time given the high number of variables that can contribute to bacterial growth," explains Michelle Lawler, Tandex's Manager of Administration and Finance. "This highlights the need for a robust software system which supports our strict preventative maintenance programs."

Tandex is a family-owned company specializing in water treatment, including inspections and manufacture of chemicals. Accurate testing and prompt response are essential.

"The Health Department regulations are very strict," Michelle says. "If we're testing for bacteria levels and get a result that's higher than the specific limit, we're expected to act on it within 24 hours."

To ensure that the hundreds of companies it serves in Victoria and New South Wales are inspected regularly, Tandex chose Greentree to manage its processes.

Former process "just awful"

"Painful is the first word that comes to mind," Michelle recalls when asked what the job was like before Greentree. A now-discontinued software called Tracker served

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it for about 18 years, supported by several Access databases. A Y2K-related issue in 1999 forced the hasty purchase of Sage Accpac (now branded as Sage 300 ERP), which proved to be a poor fit and required a myriad of additional spreadsheets. Transactions had to be double or triple entered and printed to ensure all these databases stayed updated.

"It was just awful," Michelle says. "If a customer changed a phone number or contact, we had to update up to four or five databases and spreadsheets. We had probably 50% more admin staff just because of all the increased workload."

Heaps of paperwork

"Our old systems generated heaps of paperwork," says Michelle, "and every month the service guys would have to collate all the reports manually."

Consolidating into a single system that could be easily customised for special BPM needs became a top priority for Tandex. When the choice was narrowed down to two, Greentree got the nod over Pronto.

"In the end Greentree was the most flexible package that had the required modules and a more pleasant look and feel to it," Michelle says. "Some software is really boxy looking and limits the amount of custom fields."

Life since Greentree

"We are now so much more efficient and our system is saving us heaps of time and money," Michelle enthuses. "All our staff are in the one system looking at the same data. Changes are easy; transactions are entered once and even automated for some processes, leaving us time to work on new business ideas and improvements to our systems.

"The modules we love the most are Approvals & Alerts and the Workflow desktops. Our A&A module is like another member of the management team, watching our data entry, picking up mistakes instantly,

"Greentree's Approvals & Alerts module is like another member of the management team, preventing problems before they occur and reminding us of all the important timelines... it's fantastic."

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"We've set up reminder emails to our customers so they know when we're coming next, which is important if it requires them to shut things down."

Workflow enables completely reliable monitoring of the hundreds of tests conducted every month by Tandex's technicians. With Greentree BPM, service reports can be analysed and depending on the results, it may suggest more frequent inspections.

Greentree delivers peace of mind

Michelle estimates that Greentree has cut paperwork by at least 50%, while the number of administration staff has been able to be reduced by 60%.

"Greentree has removed the uncertainty," she says. "It's like an internal customer service manager who is constantly working 24/7. He's got his eye on every staff member, every service request, every deadline, and just communicates it so effectively to everyone.

"Greentree has given us full transparency over what's happening in our business; how it's performing day by day instead of waiting for end-of-month reports. We can see and fix problems immediately, change our systems if needed and achieve much faster improvements in quality, production and services."

Tandex Pty Ltd provides a range of high quality chemical products, proven technology, servicing and testing for improved plant efficiency and safe operation to all companies with steam or hot water boilers and recirculating cooling water systems, as well as many other customers looking for specific chemical maintenance products.
www.tandex.com.au

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