



## microtechDPS



### The challenge

- Countless physical filing cabinets.
- Large freight costs to different locations.
- Time wasted waiting for physical files to be posted.



### The solution

- A fully customised electronic job flow system used by whole-of-business, from offsite technicians to senior management.



### The results

- Considerable savings in labour, printing, freight, filing and office space
- A more detailed paper trail that is available to any staff member at any time, no matter their location.

*Business in harmony*

## Case Study: Weston & Weston

**“Our electronic job flow and filing system repaid itself in less than 12 months.”**

KYM WEBB, OPERATIONS MANAGER

WESTON & WESTON REFRIGERATION & AIR CONDITIONING

Weston & Weston is a 24-7 family company that specialise in designing, installing and servicing refrigeration, catering and air conditioning equipment. With over 40 years of experience, they work with a range of small to large businesses across the Riverina and surrounding regions in Wagga Wagga, Albury and Leeton.

Based across three locations and technicians travelling offsite, they faced several challenges when it came to submitting work orders, managing job flows and storing the considerable paper files for each of their clients.

As Weston & Weston's trusted IT support and printing services provider, MicrotechDPS were eager to find a solution that would save their business time, money and frustration.

After finding an electronic solution to their endless accumulation of physical filing cabinets, MicrotechDPS also proposed a complete restructure of their job flow system to improve efficiencies from the moment the technician raises a job onsite, to the finalisation of work.

**“MicrotechDPS recommended not only a new electronic filing system but an electronic job flow system that we could customise to suit our business.”**



## A new system that paid for itself and more.

“MicrotechDPS designed a new system that fits our needs,” says Operations Manager, Kym Webb. “We have completely modernised our business processes and have seen huge improvements.”

You’ll no longer see a Weston & Weston technician scrawling on a notepad or administration staff hauling large client files to the post office. These days, technicians fill in job sheets on their smart phone or tablet, immediately sending detailed reports and photos to head office, reducing the delay in initiating a job.

Managers no longer have to wait for a paper file to arrive in the post but can check the progress of a job in real time, improving the efficiency of the final approval process. Adopting this new system allowed Weston & Weston to finally say goodbye to those cumbersome physical filing cabinets with all documents now being filed electronically.

MicrotechDPS ensured the transition to the new system was managed smoothly by providing initial training to all staff members and ongoing support.

“From start to finish, whatever we needed, Microtech were there,” says Kym.

“Our system is now completely streamlined. We’ve seen huge improvements in our efficiencies and have reduced our overhead office costs significantly.”

Find out how MicrotechDPS can improve your business by contacting our team on 1300 033 228 or visiting [www.microtechdps.com.au](http://www.microtechdps.com.au).

### ABOUT MICROTECHDPS

*An integrated approach to your business technology, ensuring all elements work together for the unified benefit of your business.*



IT hardware & software



Digital transformation



Managed IT



Cyber security



Cloud services



Print hardware & services