

Tecan is a world renowned precision metal part and tool manufacturer using Photo Chemical Machining and electroforming techniques. Since 1970, Tecan based in Weymouth, UK, provides the complete one stop contract manufacturing solution - from technology development through to rapid prototyping and volume production.

Tecan Tec-Quote

quotation system

“Having a bespoke system written for us from scratch was a far better solution in the long term than buying a product off the shelf that would never fully fulfil our requirements”

Dr. Peter Jefferies
Operations Director - Tecan Ltd



The Challenge

In June of 2003 Tecan replaced their previous MRP system with a 63-user 123mrp.NET system due to its improved flexibility, lower cost and ease of use. However, they were still left with a legacy system which was tied in with their previous MRP system that they used for generating quotations. Shaun Mason, Tecan Sales Manager commented “The quotation system which sat on the back of our previous MRP system was unstable, inflexible and just didn’t allow us to track live quotations easily. Once we changed our MRP system we also needed a quotation system that would work seamlessly with 123mrp.NET and contacted Solweb as they are the recommended ARRP (Authorised Rent-IT Partner) for customising the 123mrp.NET product.”

Tecan had a clear idea of what they wanted from a quotation system, but what they required was somewhat specialised and not available off the shelf through standard packages. After a brief meeting with senior management, Solweb put a proposal together and development of the quotation system began.

The Solution

The system was developed in Visual Basic with data stored on the company's SQL server in a parallel database to that of the 123mrp.NET system.

The core of the product was developed and tested within a few weeks of the specification being agreed, which split the project into two distinct phases.

Operations Director Peter Jeffries commented "The benefits of having a bespoke quotation system written for us from scratch not only allowed to have the system to match our exact needs, but also gave us a massive financial saving due to not having to buy multiple licenses for the software."

The first phase of the project was completed successfully on time, before the second phase of the project was developed within a further three weeks, giving a total development time of seven weeks from original specification to go-live.

Conclusion

The benefits of quote desk were realised almost immediately. Not only was it simple to track enquiries that had been made by customers and potential customers, but it also enabled the sales team to identify previously quoted parts saving time on re-quotes by up to 50%.

The whole process of logging an enquiry, raising a quote and tracking it was almost twice as fast than performing the same process in their previous system. It has also reduced the number of errors by 80% due to the fact the most fields are automatically retrieved instead of the data having to be entered by the user.

With this bespoke system saving them so much time and money, Peter concluded

"We struggled for several years with our previous system which never really fitted with the way we worked, it was a shame we never had the option before to go for a bespoke system that gave us exactly what we wanted at an affordable price."

About the User:

Staff: 110

Turnover: £35 million

Market: Precision Metal Parts and Tooling Specialist

Platform: Windows XP

Web: www.tecan.co.uk

Key Benefits:

- > Full tracking of all live quotes at a touch of a button.
- > Faster enquiry, entry and quotations.
- > Ability to analyse quote conversion rate.
- > Ease of use.
- > Flexibility to expand system in the future.

