Bob’s Home Handyman Services is a locally owned business that caters for all handyman services within the community of Jillong. This business is owned by local entrepreneur Bob Builder and he employs six others, along with a Receptionist/Accounts person.

Bob runs his business from an office built into the back of his house and the Receptionist/Accounts person is his wife Bobette. Clients can make appointments; get quotes etc. by either phoning the business or by going to the office and talking to Bobette.

#### The staff employed by Bob are:

* Bobette Builder – Accounts and Receptionist
* Mark Hammer – Handyman/Builder
* Stewart Gardener – Landscaping
* Maree Painter – Interior Decorating
* Jonathan Piper – Plumber
* Ashlee Spark – Electrician
* Grace Nitro – Demolition and Clean-up Specialist

#### Organisational Goals

Bob aims to provide a Home handyman service that can cater for all types of home renovation and extension work. Bob wants his business to be the first port-of call for anyone wanting work done and prides himself on the level of detail that his team go to, to produce a professional finish to all work. He originally started on his own, using mates to do work that he couldn’t and has built up the business over the past five years to where it is at now.

#### Current ICT Use

Currently the office has two desktop computers, both connected to the internet via a wired network (Cat 5e) that comes from a LINKSYS Dual-N Wireless Router/Modem which is connected to the internet on an ADSL connection. Bob also has a laptop connected via the wireless link from the same Router. They also have a shared printer connected to the router and there is a NAS device (1 GB NIC, 2 4Tb HDD’s in a Raid configuration) also connected to the same router that is used to store the business accounts on. They run a LAN using the router as the hub. The wireless router has WEP encryption on it to stop unauthorised access.

Each of the staff has an iPhone 4 that is owned by the business and these are the prime communication devices used.

#### Current Procedures

When a person walks in off the street or phones in Bobette takes their details and records it onto a new account form. She then enters this information onto a spread sheet and records the details of what work needs to be done and the appointment date and time on this as well. This then gets sorted on a regular basis to allocate the jobs to the different staff for completing work and quoting.

Each morning, when staff come in, they look at this job list to determine where they are working for the day and what quotes they need to do. This has led to some problems as Bobette doesn’t always get the date or times right due to mistyping the information when transferring it across from the form.

At the end of each day, Bobette then enters the completed jobs into a database and creates the invoice that is then sent to the customer for payment. There are sometimes errors with is as well due to mistyping of address details.

Quotes are done on site using a quote book and the duplicate copy is then returned to the office for entering onto the spread sheet. If a quote needs to be re-done, a new quote form is filled in and then returned to the office. This has led to quotes going missing, or not being re-done as the information has not been updated on the spread sheet.

When the staff are working on the job, they may sometimes need to change the price of a job because it may be easier than they thought, so less expensive, or more difficult and take more time, so more expensive. This information has to be relayed back to Bobette, who then has to make an alteration on the job list. The only communication is via phone so the information does not always get received by Bobette because she may be on a call when they are trying to ring and then they forget to ring back or forget to change the information when they get back to the office.

#### What is Required

What Bob would like is a system that allows all jobs to be contained in the one area, with the possibility of updating the information from the staff out on the job. He needs a system that is accurate and allows for changes to be made, by staff on the job, rather than the double handling that is occurring at the moment. He would also like the quoting system to be electronic, rather than paper-based, with the quote being uploaded onto the customers file. This way quotes would not go missing.

The other thing that he wants is a list of jobs given to each staff member that appears on their phone as appointments. This would then stop the doubling up and missing appointments from occurring. He would also like it to be a live system so that updates can occur at any time; with staff being kept aware of what is happening and where they are supposed to be, without having to go into the office for any changes.