



## Thornton & Firkin Asset Collection

### Problem

When Thornton and Firkin opened their new call center to manage the maintenance of machinery in airport outlets, it became necessary to collect all of the information regarding the existing assets already installed. Initially, all details were handwritten and faxed back to head office. This meant manually collecting, formatting and faxing the data to the office, before someone finally inputted the data into the system. This was a time consuming process that was fraught with mistakes, lost faxes, incorrectly entered and missing data.

### Solution

A computerized solution was considered to improve accuracy and increase processing time. It was decided that a solution would be developed that allowed the data to be entered directly into the computer and for to be transferred electronically. The most suitable and convenient method of input was determined to be a pocket PC. Wolf Consultancy were given the task of developing the software for the Pocket PC and the import program for head office. The target platform was the Compaq iPaq and the data entry system had to be designed with simplicity and speed of entry in mind. Therefore, any repeatedly entered data remains on screen and all other data is captured using one screen only.

### Savings

The development of this software met all the required criteria, proved very successful and because of the 'no nonsense' interface design, can be operated accurately with only a bare minimum of training. The company saved money through more efficient entries, and production levels rose as operators' time was more productively spent.



Fig. 1: Comapaq iPaq Pocket PC

### Wolf Consultancy

St Marys Enterprise  
Centre Oystershell Lane  
Newcastle Upon Tyne, NE4 5QS  
Tel: +44 (0) 191 2330770  
Fax: +44 (0) 191 2612109 Email:  
[info@wolf-consultancy.co.uk](mailto:info@wolf-consultancy.co.uk)