

# Contractors

## Essential management of day to day maintenance

### Contractor market...

Although still a major growth sector in the UK and Europe, maintenance and facilities management is becoming an increasingly competitive marketplace. Leading operators need to maximise efficiency in their processes and systems to ensure a complete and effective service and allow more time for client contact and business development.

Matrix is the supplier of choice for many leading contractors throughout the UK, adding real value to businesses through its long-term commitment to providing products specifically designed for the marketplace supported by the highest standards of client support.

Visit our website:  
[www.impactxp.com/contractors](http://www.impactxp.com/contractors)

**IMPACT**  
**XP**

### The complete solution...

IMPACTxp is the complete software solution for contractors. It provides support through all stages of any contract, from initial contract planning, through work allocation to mobile engineers to invoicing, job costing and profit analysis;

*Contract terms, service levels and billing options can be defined for each client*

*Your client's asset register can be loaded into IMPACTxp allowing easy work order allocation and powerful reporting*

*Help Desk calls and planned work are managed by IMPACTxp with graphical analysis of customer service levels*

*Work can be allocated to mobile engineers using a powerful graphical scheduler*

*Contract billing and invoicing is managed by IMPACTxp with standard interfaces to financial and accounting systems*

*IMPACTxp provides comprehensive job costing and detailed profit analysis*

### Key features for Contractors...

*Fast and efficient implementation allowing you to respond quickly to new contracts*

*User friendly system with drag and drop scheduling*

*Links with mobile technology for allocating work to a remote workforce*

*IMPACTxp can accommodate flexible business terms and contract types*

*Ongoing support provided from a knowledgeable and efficient team that understand your business*

### Contractor clients of Matrix include...

- Amec Facilities
- Drake & Scull
- EMCOR Facilities Services
- FHP
- Mitie Engineering Maintenance Ltd
- PME
- TML Ltd



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*Matrix Resource Management Ltd is a subsidiary of SoftSols Group Limited*

*"We are looking to Matrix and IMPACTxp to add real value to our business by improving our overhead efficiency as well as maximising our billing opportunities thus benefiting our bottom line in what is an increasingly competitive market"*

Mr Mark Boyce  
Financial Director  
EMCOR Facilities Services Ltd



# Case Studies... helping you make an educated decision on maintenance & facilities management

Read what these two prestigious contractors have to say about IMPACTxp...



EMCOR Facilities Services Ltd, (formally Drake & Scull Technical Services), is one of the UK's leading facilities providers. It is part of \$3.6 billion EMCOR Group, based in the USA, employing over 23,000 staff throughout the world.

The company has built up a sound relationship with Matrix over the last 10 years, installing dedicated systems for a number of its blue chip clients. When a decision was taken to commission a system for its own use, EMCOR Facilities Services chose IMPACTxp from Matrix.

Mark Boyce, financial director of EMCOR Facilities Services said:

*"We have installed a number of IMPACTxp software based systems for our customers and found the Matrix team easy to work with, responsive and professional. Therefore when we were looking for a system to use for our own business it was natural that Matrix would feature in our thinking."*

"We undertook a standard evaluation process. No one could meet our exact requirements but Matrix came the closest. Other considerations were that the IMPACTxp system was robust and reliable, and we had enjoyed a good working relationship with Matrix."

"We have purchased a 100 user licence and the system is running in most of our business units across the UK. We have also been working with Matrix to develop additional functionality including billing and an enhanced scheduling facility."

The diverse range of applications for IMPACTxp also enabled EMCOR to use it in conjunction with hand held devices on a large public sector contract. The performance measurement regime was extremely demanding and Mr Boyce is in no doubt that the relatively low level of penalties incurred was positively related to the reliability of the IMPACTxp system.

Mr Boyce added: "We are looking to Matrix and IMPACTxp to add real value to our business by improving our overhead efficiency as well as maximising our billing opportunities thus benefiting our bottom line in what is an increasingly competitive market."

Part of the OCS Group of companies, Surrey based TML Ltd. operates across the UK. The company is a UK leader in providing a full range of traditional mechanical and electrical services including air conditioning, heating, combustion, water treatment and related services as well as specialising in lighting and sign maintenance and portable appliance testing.

The company's decision to invest £55,000 (as part of a two phase £300,000 project) in the IMPACTxp software through Matrix Resource Management Ltd. was based on a variety of reasons.

TML's managing director Steve Braddick explained: "We needed software that would not only replicate the existing business model but would be compatible with our existing computerised systems such as the Sage Enterprise Accountancy package, along with the capability to task and manage our external workforce through handheld data devices. IMPACTxp matched these requirements."

"The software was only a part of the decision making process. The price was competitive but we needed to be sure that

once we had made the financial investment that the software systems partner we chose was willing to work with us to ensure the system was working to its maximum capacity and this has been more than satisfied by the entire Matrix team".

"There was another supplier, geographically based a lot closer to us in Surrey, offering a similar system but in our initial discussions with Matrix we were impressed by their attitude and their willingness to meet our expectations. This was also matched by pragmatic, honest and practical advice to our requirements and our time frames.

*"Since the system was installed I have found Matrix's level of commitment to client care to be un-waning with the team able to react quickly and professionally to any issues arising."*

The IMPACTxp software is now being considered for installation through out other areas of The OCS Group.

**TML Limited**  
Building Services & Maintenance Engineers

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