



Business consultancy Nickleby & Co focuses on making business cost less and run more efficiently. It helps its clients tackle inefficiencies in their business processes, uncovering and correcting congestion, seepage and unnecessary complications through an objective, honest, and open approach to the task in hand. An expert in the field, Nickleby has developed its own 'technology' for delivering its expertise – Emergence® – the combined effort of people, process and software that dynamically reconstructs the way a business functions. Nickleby has applied the principles of Emergence® across a range of disciplines including maintenance management, space planning, software development and health and safety.

Certificate of approval

Nickleby needed to automate Health and Safety compliancy certificates, so brought in SMS to help it with the task. Initially, SMS scanned in the backlog of certificates, and now contractors are able to scan their own, ensuring that everything is kept fully up to date. "SMS made it all very simple," says Managing Director Jonathan Holley. "Nothing seems to be a problem, and they always do what they say they will do."

Paper-free system

Since bringing SMS in, not only has the problem of storage been removed, but it is also easy for employees to locate important documents such as invoices, deeds etc, which can all be stored electronically. When sensitive (or legal) documents are involved, SMS even sends its own staff to collect the papers for scanning so that there is no chance of them getting lost by a courier.

The personal touch

When it hired SMS five years ago, Nickleby did look at alternative companies – in particular a very large scanning group – but decided on SMS because of the personal service. "They make doing business really easy," says Jonathan. "They are flexible, adaptable, and always find the most efficient way of doing things."

Golden handshake

Delighted with the initial Health and Safety certificate project, Nickleby has gone on to use SMS for many other projects. One example was the integration of the SMS system with its own. The two groups worked successfully together to develop a link – or "handshake" – from both ends "They take ownership of every project they work on," says Jonathan. "We really like their no-nonsense, sensible approach. Plus, the service is very easy to use."

Final verdict

"Simple, reliable, value-added – that's how I'd sum up SMS's service," concludes Jonathan. You can't say fairer than that.

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**Jonathan Holley,
Managing Director**