



## Safeway Scaffolding

Safeway Scaffolding is a medium sized scaffolding company experienced in serving blue chip clients across the Midlands. Based in Coleshill, the company has provided both commercial and domestic scaffolding services for over 20 years. Dealing with 15 different sites a day, the company is committed to being a highly respected scaffolding services company within the industry.

## Trustworthy IT Support

ACUTEC has been Safeway Scaffolding's IT partner of choice for over 20 years, providing their staff with any support they need with technology. The two companies have worked together to create an IT environment that lets Safeway Scaffolding get on and do what it does best, as well as a relationship built on trust and an understanding of how the business operates.

ACUTEC's IT Support services offer the company a 15 minute response time, guaranteed fix, proactive monitoring and 24/7 support if needed. The team at Safeway Scaffolding know that ACUTEC is only a phone call away if an issue arises.

***'I think the key issue is that we have people we can trust. We can phone them up and get an answer over the phone or they can do the super IT thing and take over your computer while you're sitting at your desk.'***

- Jim Grant, Health and Safety Director



## Bespoke Software Solution

The team at Safeway Scaffolding wanted to be able to quickly access all of the information they needed from one key location to be able to provide their clients with the best possible service. The company and ACUTEC's Software Development team began to work together to create a solution that would be able to grow and develop with the business.

The Black Book system is a central record system that tracks and stores everything that the company does. Every project has its own entry with a reference number and it's easy to see everything associated with it from quotes to external suppliers to photographs. The software has made the storage and recall of documented information an easy and logical process benefiting both the Safeway Scaffolding team and its clients.

## Time and Attendance

Safeway Scaffolding also benefits from ACUTEC's Time and Attendance solution that is a biometric clocking system that scans the individual's iris or fingerprint as a signing-in mechanism. The solution is the perfect assistant to health and safety, identifying who is on site at any time. The software also integrates with payroll and calendars to ensure that accurate overtime is being paid.

## The Whole Package

Safeway Scaffolding and ACUTEC have created an IT partnership that supports the company with all of its technology needs. From support to software, Safeway Scaffolding knows that it can trust ACUTEC to find a solution to cater to the business.

***'We think it's made us smarter. It's made us more confident in the back up systems so that we don't lose information. Overall, we believe it's made us smarter.'***

