Better connectivity delivers improved productivity

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> *Our productivity and efficiency has improved enormously since the upgrade* ❞
>
> *-Ella Patrick*
> *Office Manager OD Manuals*

Established in 2003 OD Manuals, based in Frolesworth near Lutterworth, provide high quality Building handover documentation for the construction industry. The documents produced, such as Operation and Maintenance Manuals and User Guides help their clients to meet their regulatory and legislative responsibilities following a construction project. With a business so reliant on the production and sharing of large online files, we spoke to Office Manager, Ella Patrick about how the recent move to Superfast Broadband has impacted on the business.

What were the challenges before you upgraded?

We have to upload our draft manuals for clients onto our bespoke online system and with the previous connection that would take ages. Our manuals have about ten sections and then subsections within that; there could be 50 documents or more in just one. These could take up to a day to upload.

Sometimes even small files wouldn't upload at all or the whole thing would fail. Also no one else could use the system at the same time for fear of it taking even longer.

We struggled to download literature from manufacturers and with an unreliable connection here in the office, our guys based off site also struggled to get access to our server.

Was it an easy process to upgrade?

We were originally looking at a bonded line but as soon as we found out that superfast fibre was available in Frolesworth, we called BT up straightaway.

It was a very simple process to upgrade online and from placing the order we had the fibre up and running within a couple of weeks.

What difference has fibre broadband made?

Our productivity and efficiency has improved enormously since the upgrade with the time spent uploading files reducing significantly.

Files that took 15 minutes to upload now do so in less than a minute. A manual that took up to a day can now be uploaded in a couple of hours. And, because our speed is so much quicker, remote access has improved.

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How Superfast Broadband has helped OD Manuals:

- Improved productivity
- Faster file upload and download speeds
- Improved remote system access

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www.odmanuals.co.uk
Member of the East Midlands Chamber of Commerce
(Derbyshire, Nottinghamshire, Leicestershire)

Have you attended any of the Chamber's eBusiness Club workshops?

I recently attended a 'Converting Website Visitors into Sales' workshop which was well presented and really informative. We have an apprentice here and I was able to come back and immediately take him through what I'd learned.

How have you put the learning into practice?

The information on Google Analytics was particularly useful as we didn't fully appreciate just how much it can do. We're already implementing a lot of what I learned at the workshop, for instance, we've now introduced more testing and analysis of our marketing activity and are optimising our websites in-house to improve their performance.

Plans for the future?

We are currently looking at introducing Microsoft Office 365 and Voice over IP (VOIP) Internet telephony. We aim to move across gradually towards more cloud based systems and that just wouldn't be on our radar or even have been possible before we had superfast broadband

The Benefits of Superfast Broadband:

Many businesses that can already access fibre broadband are using it to maximise growth, expand their customer base and improve their bottom line. By having fibre broadband, not only will you be able to benefit from faster upload and download speeds, you can also run meetings by video link and reach customers through new, faster and easier to track methods of communication like Facebook and Twitter.

Plus, you can also use cloud based systems, which means you have access to the same tools as larger companies – all with the same benefits, but for a fraction of the cost.

Superfast Fibre Broadband in Leicestershire:

√ Leicestershire County Council's vision is to ensure that all premises can access superfast broadband speeds by 2018

√ The current BT contract will ensure fibre broadband access to at least 72,000 additional premises

√ Over 400 fibre enabled cabinets will be deployed as part of the BT contracts.

√ It is estimated that Superfast Leicestershire will generate £92m in economic growth by 2021

For further information please visit:
www.superfastleicestershire.org.uk

The eBusiness Club
Helping you use technology to boost your business

At the East Midlands Chamber's eBusiness Club, we understand that you want to improve your business and make the most of every opportunity available to help you achieve that.

When it comes to technology, the range of opportunities on offer can appear to be both vast and daunting at the same time. From social media through to eCommerce, it can be all too easy to miss out purely through a lack of knowledge or even confidence.

That's where we come in. With great training, specialist support, workshops, consultancy and grant funding, we have everything you could possibly need to embrace, understand and use all levels of advanced technology to take your business to a greater level of success.

To find out more about workshops and training courses in Leicestershire please visit:

www.ebusinessclub.biz/Workshops-and-Courses