

Company Profile

Wheatley Associates Ltd

Delivering world-class Asset Management, Scheduling and Appointment-Booking solutions

Since our launch in 1991, Wheatley Associates have provided expert consultancy, software development and project management to many of the Times 200 companies across the UK; developing solutions which have helped our clients initiate award-winning services for millions of customers – solutions which currently master the assets of 16 million customers throughout Britain, supervising 16,000 transactions daily.



Our purpose-built headquarter's rural setting helps our team focus on transforming our clients' business processes with future-proof solutions

Our team at Wheatley Associates repeatedly deliver high-performance breakthroughs in asset management and work-order scheduling and are ready to create world-class results for a comprehensive spectrum of industries.

By seamlessly integrating innovative routing, skill mapping and database software with real-time data communications to and from hand-held devices out in the field, we empower field service managers with the most precise technology available.

A combination of our extensive skillset and considerable experience has given us great success advising customers on how best to achieve the business benefits they're looking for from the powerful and incisive solutions for which we're renowned.

Our experience indicates that such companies look to us to meet four important criteria:

- Technical Knowledge
- Quality
- Reliability
- Service & Support.

And we fulfil and often exceed such expectations, having gathered an exciting team of IT Professionals and Business Consultants, all highly qualified within their particular disciplines.

Because of the way we work, combined with the peaceful location, team members remain with us for some time. Which gives our customers continuity while we support their long-term investments in new technology.

Our ground-breaking software development skills impact every aspect of our service and products, which has resulted in our status as:

- Number one in asset management
- Leaders in hand-held solutions, utilising the latest GPRS technology
- Experts in work-order scheduling
- Innovators in internet solutions.

Our solutions are perfect for larger organisations managing complex mobile field forces of more than 100 people. Our comprehensive suite of products can calculate incredibly quickly the ideal routing, skills mix and field force availability so that the right person is sent to the right job, in the right location, at the right time.

This means that field operatives perform their tasks more efficiently and effectively than with any other scheduling system available. So much so, our applications often pay for themselves within 12 months.

Which is one reason why we continue to be the number one scheduling, asset management and appointment booking solutions provider to the UK's utility industry.

And yet our products can serve a wide range of industries where efficient scheduling within the narrowest possible time-bands secures a significant service advantage; including field maintenance, airlines, security, healthcare, petrochemical, government and media.



"I have been impressed by their professionalism, commitment and customer focus, which now sets the benchmark against which I and my colleagues measure other software suppliers."

Julian Windmill
IT Director
Metering Services



Our leading-edge solutions deliver mission-critical scheduling to some of the world's largest and most demanding field forces

"Our greatest pleasure is to work with forward-thinking organisations willing to break new ground by applying innovative technology."

John Wheatley
Managing Director
Wheatley Associates

Our incisive IT consultancy

service to various sectors of industry runs across four main competencies:

- Database solutions
- Workforce Scheduling
- Hand-Held PC communications using Symbian or Windows CE
- Bespoke software development
- Asset Management.

We've amassed considerable experience working alongside many of the top 200 companies in the UK. And wherever possible, we look to pass on that insight for the benefit of our customers, saving both time and costs.

In each of the projects completed, we've provided forward-thinking IT and business consultancy across a number of specific topics, including:

- Application of IT to business requirements
- Business processes
- Formulation of IT solutions
- Internet technologies
- Interfacing systems
- Migration of legacy systems.

Our project management is

always handled completely professionally – whatever the assignment. This ensures that each solution is delivered on time, to the appropriate standards and within budget.

We also provide a fully-customisable project management service to our customers, working on a wide variety of complex assignments, either on-site or from our own offices.

Projects can be managed according to BS5750 guidelines (the UK quality assurance standard), or according to any specific customer instructions (such as ANSI).

Our service commitment:

Wheatley Associate's scheduling and management applications will improve your field force effectiveness and minimise your support operation. This can increase visits-per-day figures and reduce 'back office' costs by around 25%. Subsequently, this will improve your customer relationship management levels, simply by optimising the scheduling of your remote operations.

To help our customers achieve this, we're dedicated to be the best at what we do. And to be the best, we focus on our core competencies, constantly monitoring the evolution of our industry, its key innovations and standards.

Because of our extensive skills-set and strategic partnerships, we're extremely adept at integrating our solutions with existing systems or databases, as well as adding any additional functionality necessary on request.

We maintain a keen interest in understanding our clients' business, their markets and their competitors whilst being pro-active, sparking imaginations with new ideas and possibilities.

We provide technical help facilities for all of our products and services. Such support can be customised to specific requirements. This allows us to meet the consistently high levels of service which has become one of our major distinctives.

We will always serve and innovate for our customers to the exacting standards they have come to expect.

We're always ready to enter strategic partnerships with clients worldwide.

So if you have large-scale, complex field force management and scheduling challenges, call our Sales Team on: +44 (0)1449 781001 or e-mail info@wheatley-associates.co.uk

A comprehensive list of strategic partners and quality assurance qualifications helps endorse our claim to be able to deliver solutions of limitless scale and outstanding quality



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