

<b>Client</b>	<b>Minton Treharne &amp; Davies Group</b>
<b>Sector</b>	Professional Services Consultancy
<b>Solution</b>	Worldwide Extranet
<b>Key Benefits</b>	Real-time communication worldwide on projects and improved client relationships

When the Minton Treharne & Davies Group (MTD) needed to improve communication with their customers worldwide, they turned to Logic Software to provide the solution.

MTD Marine Surveys Division handles and investigates marine incidents and claims, and also performs technical surveys in a marine environment. They act for their clients on a global basis from offices on three continents - in the United Kingdom, the U.S.A. and Singapore.

MTD asked Logic Software to provide a new case management system to assist with the administration of the rapidly-growing number of cases that they were being appointed to investigate and to help improve communication with clients who were based in different time zones.

After an initial period of consultation and requirements analysis, Logic Software implemented an Internet-based solution, combining custom-written software, a Microsoft SQL database and a fault-tolerant hardware environment.

Whilst MTD's employees are highly qualified in scientific and technical disciplines, the solution still had to be very simple to use, so that MTD's clients could log in and begin using the system without any training.

One of the key benefits that MTD has experienced, since the introduction of the new system, has been that their consultants can now communicate much more easily with head office and keep case files up-to-date in real time. This has saved significant time on case administration and reporting activities. Customer communication has also improved, with clients able to log in and keep abreast of progress on cases relating to them.

"The system provided by Logic Software was originally only intended for one division within Minton, Treharne & Davies, but due to its success, the system has now been rolled out company-wide so that all areas of our business are now experiencing the benefits." said Dr Geoffrey Bound, Director, Fire & Explosion Investigation Department.

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