

A Case Study

“We Saved Money & Improved Customer Service”

Tom Mears (or should I say Dr. Who) Managing Director of family business, Eurolec Instrumentation Ltd is a disarmingly charming man to meet! This outwardly modest organisation like Dr. Who’s ‘tardis’ disguises a high tech company with a clear vision of where the future lies!

THE PROBLEM

Like many companies who know which side their ‘bread was buttered on’ the company was busy fulfilling orders, most of which are for export. To paraphrase Tom ‘the cobbler’s children were the worst shod’ – we were deeply involved in technology but many of our systems were manually based. We recognised that things needed to change. Amongst other things “We design and manufacture specialised pressure and temperature instruments for industry”... precision is paramount, says Tom. “Most of what we develop requires annual calibration, in order to ensure certification”. “The company was growing and needed a computer application to record calibration certification, while reminding customers in time to re-calibrate”

THE ALTERNATIVE

We considered an ‘off the shelf’ system but when we went looking they were too expensive and not flexible enough for what we wanted – a custom bespoke application was the only practical answer.

THE SOLUTION

Through the Enterprise Ireland ‘Voucher Scheme’ we contracted Peter Gosling of DkIT who worked closely with us to develop a bespoke solution. We needed a repair and manufacturing tracking system which recorded and produced a calibration certificate. Peter enhanced the system to cover work flow, record client authorisation and invoice notification. In phase 2 we covered off sales orders and quotations. The solution has saved us in excess of two days a month, elevated a monotonous manual task, while at the same time improved the customer experience!

THE FUTURE

Not a company to ‘rest on its laurels’ Eurolec are researching and prototyping new devices not just for use in manufacturing but also in the medical devices field but it’s all very, ‘hush hush’. **Peter Gosling** divides his time between lecturing at the Dundalk Institute of Technology (DkIT), working with **Winslow Technology** and looking after his family in Dundalk.



Tom Mears showing off one of Eurolec’s precision thermometers

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Eurolec was established in 1998 and draws upon over 30 years of design and manufacturing experience. The organisation is an ISO9001:2008 EQA Quality Assured Company and is Environmental Standard BS8555 Registered.



Like Dr. Who’s tardis, modest on the outside but with massively impressive technology on the inside!