

Applied Integration makes AllChange the future!

Amy Bell, Configuration Controller at Applied Integration UK Ltd, explains how AllChange has become an integral part of the organization's IT management process, providing a flexible, automated and integrated system that has impressed not only themselves but also their partners & suppliers.



Applied Integration UK Ltd is an independent systems integrator providing complete industrial automation, safety automation, information services and maintenance to the Chemical, Oil and Gas, Food and Beverage, Nuclear, Aluminum, Petrochemical, Building Management Systems, Marine (Military and Commercial) and Pharmaceutical industries.

Due to their unique business approach, professionalism and flexibility, they have developed an extensive portfolio of blue chip clients. "We pride ourselves on understanding and delivering solutions tailored to each individual client's needs"

"Intasoft impressed us right from the start with a friendly and approachable personal level of service".

"The live chat facility on Intasoft's website was our first point of contact and we were surprised to find we were instantly talking to consultants who not only knew their products but also demonstrated to us that they were willing to listen to us and then help, rather than just "Sell".

Applied Integration started by looking at Intasoft's Change Management products.

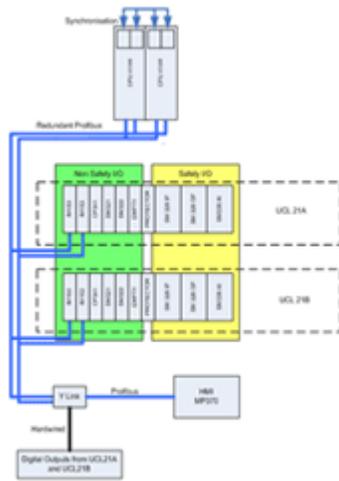
"We didn't want to be constrained by heavyweight tools but as we explained our needs it quickly became apparent that we needed more from the software".

"We needed something that could handle anything we threw at it, hardware, software, documentation, the works"



“AllChange promised all of this and more but having experienced control tools in engineering before and of course, having done our own research by looking at software with similar claims well, let’s just say we retained a healthy skepticism!”

“One demonstration later we very quickly realized that AllChange was just what we were looking for”.



“AllChange gives us Traceability and control. The voting system is flexible and very comprehensive”.

“We are a successful and growing company and we fully expect to double in size over the next few years. It was important to us that we put in place the people and services that would grow with us and both AllChange as a product and Intasoft as a company, are proving invaluable to us in all respects”.

“When we looked around for something to support us we knew we needed something that would grow with the company after all,” as we explained to Intasoft “It’s the fact that the we are

expanding so rapidly that is driving the need for better levels of control”

“AllChange was much easier to get up and running than we thought it would be. To start with we used the out of the box templates but as our understanding of what the software could do for us improved we were able to modify the configuration ourselves and now it does exactly what we want.”



“We started off with just a few named licenses, and within a short time it became apparent that we had more people wanting to use the software than we had anticipated. A quick call to Intasoft and we found we could add as many or as few licenses as we needed. Even one at a time, this kept our costs low and made sure we didn’t buy more than we needed”.

Training left us enthused to try out new ideas.”

“Intasoft’s level of service is second to none. We decided we would go straight to their advanced user course but we also wanted the training to focus on certain aspects that were of particular interest to us.”

“We approached Malindi Lamb who was the consultant who had implemented AllChange and no problem, the training was tailored to exactly what we needed and at no extra cost.”

“On top of this, their level of technical support is outstanding.”



“You are always wary of how companies can support you but Intasoft have not let us down in that regard at all. Using the Live Chat facility is so easy and with email and a direct telephone number straight to the consultants my questions are always answered so quickly”.

“However, one of the things we did not think we would benefit from was how much we enjoy using AllChange especially when the Auditors call”

It’s not often you can impress your Auditors by instantly responding to their comments but the workflow is so easy to change that whilst the Auditor was saying what he wanted we were able to actually implement it”.

“But the Auditors were not the only people we impressed. We work closely with many large corporates and we were surprised to see them looking over our shoulder when they came to visit and asking us for Intasoft’s contact details after a few moments of seeing what we could do”.

“Perhaps it is unusual to say this but we actually liked the sales people we talked with”

Malindi Lamb from Intasoft was the consultant who implemented AllChange. She recalls, “Going to Applied Integration was such a pleasure because everyone was so keen to get AllChange up and running so they could reap the benefits as soon as possible, even the training courses were met with enthusiasm”

“We try our very best for our clients in terms of both product support and reliability and in the services we provide and we are delighted that such a forward thinking group of people are so happy with what we have done”.



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