



# CASE STUDY: OCTECH SECURITY SERVICES

INDUSTRY: SECURITY

British Security Company selects Formitize over all other software to automate and manage business operations.

Sean says,  
“Great Software.  
A complete solution  
for a service-based  
business”.



## About Octech Security

Octech Security Services is a professional electronic security systems installer based between Northamptonshire and Warwickshire in the UK. They install, service, and repair CCTV, Access Control, and Intruder Alarm systems. Octech Security provides peace of mind for their customers and a deterrent for would-be intruders.

Committed to delivering a fantastic customer experience combined with a functional set-up that meets your unique needs, their approach to business is professional, proficient, and perfectly tailored to you.

Octech also upgrades, repairs, and services existing set-ups so that anyone who's experiencing issues can come to them for expert advice and assistance. Their commitment to customer service does not end once they leave your house. All of the products they provide come with on-going support.

## The Challenge

Like most service businesses, Octech Security had a number of business processes that they wanted to automate to help the business run more efficiently and work smarter with challenges including:

- Inefficiencies in processes
- Time Delays in information
- Paperwork getting lost
- Tedious, manual data entry

## Searching Options for the Right Choice

And so the search began for the best-suited software to deliver their requirements. There are so many individual apps and software solutions out there, but Octech wanted one solution that brought it all together.

Sean Whitmore used Capterra, Google and the Xero Add-On marketplace to review and compare the relevant software solutions including a range of Microsoft products, GoCanvas, Tradify, iAuditor Safety Culture, Tradify and ServiceM8.

After an extensive review and comparison, Octech Security selected Formitize as the best suited option that brought everything together in one powerful, yet easy to use solution.

## Formitize had it all, in One Solution

Formitize brings a complete suite of business features that all work beautifully together into one solution, you select the modules you need for your business. Octech are currently using the following modules:

- [Paperless Forms](#)
- [Job Management](#)
- [Job Scheduling](#)
- [CRM Customer Management](#)

Octech is also benefiting from two of the powerful new module releases from Formitize:

- [Asset Management, and](#)
- [WebForms](#)





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### How has Formitiza Helped?

We asked Sean how he felt about Formitiza - his response confirmed that Formitiza is, "Great Software. A complete solution for a service-based business". Sean continued that Formitiza has become a valuable asset to the day to day running of the business, "Formitiza provides a valuable contribution to how our business operates. It's great and has made improvements to our business."



### Features are great, but what about Support?

One area that often lets software providers down is their support levels. For a business relying on the software, support is a critical element. Sean gives Formitiza Support :

**a perfect score - 10 out of 10,** stating Formitiza support is "Very responsive. The Support and Customer Service Teams are always very helpful."

Client satisfaction is the highest priority for Formitiza and the best way to determine if a client is happy is to ask how likely they are to refer Formitiza to a friend or colleague. Having now used Formitiza for some time, we asked Octech how likely they are to refer us. Again:

**a perfect score of 10 out of 10.**

For more information on Octech, go to <https://www.octech.co.uk/>

"Very responsive. The Support and Customer Service Teams are always very helpful."

Sean Whitmore - Octech Security Services



To explore how Formitiza can help your business  
[Start your Free Trial Today!](#)

**Formitiza – making paperwork paperless.**