ToolGator – Portsmouth based tool hire system.

Background:

Located in Portsmouth, ToolGator is a small scale hire warehouse that allows for flexible term loans of tools and construction equipment to tradesmen. The centre has to monitor all tools currently in their inventory – preventing an overflow of orders for an out of stock item. It also must keep track of the return date of each hired tool, its owner, as well as the pending days until its return. Each tool is inspected when returned and its condition recorded, consequently ensuring that each item conforms to any regulations and is safe to use for the next customer.

ToolGator presently utilises a notebook paper based system to record the status of tools and the log of past hires. Problems arise during busy hours in the warehouse in which if a booking is not written immediately the staff member may forget to record it; creating a discrepancy between the warehouse’s inventory and what is logged so the company may lose track of tools if they are not returned, ultimately costing money. With a paper based system the data is vulnerable to damage or theft because all data must be recorded to a physical copy, risking permanent loss if photocopied backups aren’t made. Handwriting is another issue since it can be difficult to read at times, potentially causing errors in the data.

ToolGator requires a complete modernisation of its tool hire structure, making it an ideal centre for which to base this new system. While it is important to retain prior functionality, the new management program should focus on the aforementioned weaknesses, therefore mitigating the major problems of pen and paper and ensuring that the data is correctly logged with a lower risk of human error.

An intuitive user interface will ensure that employees will know how to operate the system effectively so that the transition to the new software is simple.

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