

Overview

30+ years experience in IT, covering all the disciplines of programming, implementation, through to product management and systems design. Paul has worked in a software house environment, including a directorship, for all of these years and has gained experience with in-house designed and developed Financial, Distribution and Manufacturing commercial software packages for a very wide range of vertical markets.

Roles

Programming	Development project leader
Customer support	Sales Demonstrations and Sales Support
Client Training - Management & Operator	System Consultancy and Investigation
Systems design / product management	Business process analysis
Software Systems Installation, Implementation and Upgrade	

Skills and Responsibilities

- ♦ meeting with clients to determine requirements;
- ♦ working with clients to define the scope of a project;
- ♦ planning timescales and the resources needed;
- ♦ clarifying a client's system specifications, understanding their work practices and the nature of their business;
- ♦ liaising with staff at all levels of a client organisation;
- ♦ defining software, business process, reporting and management requirements;
- ♦ analysing IT requirements and giving objective advice on the use of IT;
- ♦ consulting on the developing agreed solutions and implementing new systems
- ♦ helping clients with change-management activities;
- ♦ designing, testing, installing and monitoring new systems;
- ♦ preparing documentation and presenting progress reports to customers;
- ♦ organising training for users and other consultants;
- ♦ third line support and troubleshooting;
- ♦ presentations at customer seminars introducing products;
- ♦ chairing customer and user group meetings;
- ♦ chairing and participating in product development workgroups;
- ♦ pre-sales support for New and existing client base;

Platforms

HP3000, HP9000, ICL, HPUX, SCO-UNIX, Sun Solaris, COBOL, Progress 4GL, Protos 4GL, SQL, Oracle DBMS, IMAGE DBMS, Progress DBMS

Integrated software packages, including:

Sales Order Processing	WMS
CRM / Workflow Management	Credit Control
Inventory Replenishment & Automated Purchasing	Purchase Order Processing
Sales, Purchase, Nominal ledger	BOM
Plant Hire Management	MRP II
Production Planning and Control	Automated Production Monitoring
Works Order Control	Time and Attendance
Workflow	Help Desk

Specific Projects

Design and development management of integrated software packages covering general Distribution, Warehouse control and Warehouse automation, successfully implemented in hundreds of customer sites, including:

- ◆ Design and implementation of Distribution and Warehouse control system for 100+ user system, in a multi site 500,000 sq. ft. warehousing facility.
- ◆ Implementation and project management of 70+ user Financial and Distribution system for an engineering supplies group which consisted of nine separate trading entities, including design of special inter-company trading software.
- ◆ Design and implementation of a multi-language, multi-currency Financial and Distribution package for a UK based group trading in Japan, UK, France, Germany and Spain, with off-shore / local offices and warehouses.
- ◆ Design and implementation of Financial Loans special software systems for a major City Council, Department of Finance
- ◆ Design of implementation strategy for change over and conversion of 1000 user system for several large multi channel C&MO companies.
- ◆ System design and development consultancy for a Workflow Management System package development
- ◆ System design, consultancy, implementation of Workflow and ERP Integrated Help Desk and Query management system
- ◆ System design consultancy, implementation of Register of Support / Warranty agreement and Supported Products package integrated with Help Desk and ERP system
- ◆ System design, consultancy, implementation of Warehouse Management System package covering:
 - Goods receipt
 - Directed putaway
 - Directed Pickface replenishment
 - Multiple picking methodologies including pick by order, pick by product, wave picking, multiple order cart picking, label picking
 - Barcoded fast throughput packing stations with multi carrier interface
 - Marshalling
 - Integrated multi-carrier interface
 - Directed stock movements, Receipts, Replenishments, Stock counts, online stock queries, Picking via Radio Data Terminals, truck mounted and hand held
- ◆ Design, consultancy, implementation of Workflow Managements system based applications covering
 - Real time variable rule sales order credit control system
 - Automatic debt chasing covering chaser call reminders, multistage letter / e-mail production
 - Sales opportunity tracking with automated chase / follow-up calls
 - Catalogue request tracking with automated chase

- ♦ Analysis and definition of customer / end user business requirements for package software design, bespoke software design, business system selection
- ♦ Business system review and IT audit of use of existing IT systems to identify areas of improvement / best practice / best use of current systems
- ♦ Continuity system – design of “Wine Club” software
- ♦ Design of CRM package and dedicated user interface
- ♦ Definition of Management Reporting and KPI requirements

Case Study / Testimonial

Wick Hill Group - an international organisation

Wick Hill Ltd is part of the international Wick Hill Group, based in Woking, Surrey with sister offices in Hamburg. Users of products sourced through Wick Hill include most of the Times Top 1000 companies in addition to many non-commercial organisations, government departments and SMEs across all business sectors. Through its channel partners, the company has delivered IT solutions to more than a million users world-wide.

Established in 1976, Wick Hill is a value added distributor specialising in secure infrastructure solutions. The company's portfolio covers security, performance, access, services and management. Through associations with a number of international partners, Wick Hill sources and delivers best-of-breed, easy-to-use solutions backed up by customer support, implementation, training and technical services.

A very strong level of commitment to customer service and technical support has been a fundamental part of company policy for over 30 years. Wick Hill works closely with the manufacturers of the solutions it provides, so it can offer a high degree of technical expertise to its channel partners.

The Problem

Indisputable success and their commitment to customer service meant that it was very difficult to balance the need for control of warranty and service calls and the associated costs, while ensuring that Customers needs were fulfilled.

Wick Hill required a help-desk facility to record all incoming and internal calls to a team of on site first line support engineers. The facility needed to integrate with the ERP system to hold and make available a product support register. This needed to provide details of the supportable products held by the end user (even if not supplied by Wick Hill) and which reseller or third party provided the products to the end user , down to individual item serial number level. In addition the helpdesk facility, again from the ERP system via the product support register, made available and verified the support contracts and level of support entered into for the end user / reseller for the supported items.

Wick Hill had used Maginus software as the ERP system for some time but there was no service or warranty facility available to them and the management team believed that they would have to invest heavily to find a solution.

The Solution

A meeting was set up for Gary Martin (IT Director of Wick Hill) with Paul Heyes (Product Designer of Maginus) to explore the Project feasibility and timescales.

Gary was pleased that Paul very quickly grasped the requirements and was able to demonstrate that the solution he could provide would be feasible. The HelpDesk solution Paul designed and orchestrated was delivered in the timescales required and had greater functionality than expected... and was at a greatly reduced budget.

The HelpDesk solution has run now for over 12 months and the user friendly structure and all encompassing design has meant that there have been minimal changes from concept to live running. This has kept all costs and impact to a minimum, and users have benefited from its support from day one.

www.wickhill.com

Contact: gary.martin@wickhill.com

Personal Details

Name: Paul Heyes
Home Location: Darwen, Lancashire

Full UK Driving Licence, Own Car

Education

John Rigby Grammar School, Wigan - to 1970
O level English, Maths, G&ED, Woodwork, Physics, Chemistry, Biology
Bolton Institute of Technology - 1979 - 1980
City & Guilds - Computer Programming

Business Courses

Microsoft Dynamics AX - Trade and Logistics 2008
Progress Systems Administration (UNIX)
Time Management

Employment History

Vulcanite Ltd 1970 - 1972
Vulcanite Contracts Ltd 1972 - 1979
Aquila Computers Ltd - 1980 - 1999
includes directorship 1985 – 1989
Maginus Software Solutions 1999 to Nov 2008
ark-IT-tech – Proprietor of IT Consultancy - Dec 2008 to date

Hobbies & Interests

Gardening & Allotment
Walking & Outdoors
Kayaking
Reading - Factual History, Science Fiction
Music