

Building Firm Keeps Customers Happy!








Name: *Mark Jones*

Company: *MJ Building Services*

Type of work: *New builds, conversions & timber frames*

Location: *Penryn, Cornwall*

Products:  *EstimatorXpress*,  *PlansXpress*,
 *ContractsXpert*,  *H & S Xpert* &
 *ProjectXpert*

Keeping the customer happy is paramount if you're going to succeed in the construction business. And that means ensuring everyone knows where they stand from the initial quote to the final bill.

That's according to Mark Jones, managing director of leading Cornish building firm MJ Building Services, which is continuing to expand operations from the Tamar to Land's End since launching in 2001.

A key factor in the firm's success has been updating its services with the latest range from HBXL.

Mark Jones switched to HBXL after a demonstration of the firm's best-selling PlansXpress system. After seeing how efficiently the system worked through EstimatorXpress he bought that as well.

"Everyone knows where they stand and that's what we rely on to keep our customers happy."

Penryn-based Mark said the new software was more up to date, quicker, more flexible and accurate.

"It also provides clearly understood and transparent documentation for us and the client - which means we cut out any potential for falling out over what we have done, what we haven't done and what we have charged for doing it.

"Everyone knows where they stand and that's what we rely on to keep our customers happy."

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With 20-30 customer inquiries per week, MJ Building Services has managed to maintain a healthy level of business throughout the downturn and is now seeing a significant uplift across the county.

Mark Jones puts the success down to particularly tight pricing – which is where HBXL’s software comes into its own.

“I was particularly impressed by the provisional costing written into the contracts produced by ContractsXpert. Another area where HBXL’s software scores over our old system is the way EstimatorXpress allows for wastage on each particular material rather than for the project as a whole.

“For instance, the system factors in wastage on plasterboard, which is now categorised as a hazardous product and is therefore more expensive to dispose of.”

MJ Building Services bought the full suite of HBXL software including EstimatorXpress, PlansXpress, Health and Safety Xpert and ContractsXpert to enable the firm to bid, cost and design every job up to and including large scale housebuilding projects.

The system also provides all the paperwork required – covering all health and safety implications and full contract support.

Joanna Mulgrew, marketing director at HBXL, said: “Bringing a leading builder like Mark Jones on board is a real coup for us. Having initially looked at a drawing package to supplement his existing software he was pretty much sold on PlansXpress and was particularly impressed with the seamless import into our complimentary packages.

“His original software supplier had spent a considerable amount of time creating software templates to suit the local ground conditions in Cornwall but our software gave him the same micro management capability and he decided to make the move to us.”

Jo Mulgrew concluded: “Incorporating the full range of software means building companies can ensure they are fully equipped to handle everything from the initial quote through to the final payment and give their customers the satisfaction they demand.”

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