



J & M MURDOCH & Son Ltd

Working for a cleaner environment

Crofthead Industrial Estate, Lochlibo Rd, Neilston, Glasgow G78 3NA

Skip:access Case Study

Established 1965, J & M Murdoch & Son Ltd is a successful family business providing a range of services in the transport and waste disposal/recycling sectors.

Our highly motivated and qualified workforce helps to provide a reliable and efficient service to our extensive customer base. J & M Murdoch & Son Ltd has always been committed to offering the highest standard of customer service and care.



Skips: We have a fleet of skip vehicles from roll on roll off, to eight wheeled tippers, and a full range of skip types and sizes. All of our vehicles have two way radio installed for flexibility and efficiency of service.

Landfill: We run an established Landfill Site that contains a lined containment cell. We offer a range of products for sale including Sand Stone, Type One, 3" Clean Stone, Crushed Brick, Soil, etc. All of this can be delivered locally

using our own fleet of vehicles.

Transport: We have a fleet of transport vehicles for transportation throughout the UK and Continent. Vehicle types include Artic Step Frame Trailers with Beaver Tail Ramps and low loaders. All vehicles and trailers are fitted with winches to assist with loading and unloading.

Always keen to offer the best possible customer service, we were interested in how our high standards could be maintained or even bettered by using computer software. We found a company called Bowe Digitl:access (BDA) that had written a system called Skip:access. We were impressed at the flexibility of the software, BDA were very flexible and accommodating, they agreed to add some of our ideas to their system and the end result is running our skips. The system was written in .Net, supported by a SQL database making it fast, efficient and flexible. We now have the ability to trace every skip, ensure that all skips are delivered, exchanged or collected in a timely and efficient manner. Tickets and Permit requests can be printed at will. Easy view screens display jobs and their status. Installing software that is linked to our accounting system has meant that customers can be invoiced easily and efficiently, increasing cash flow and saving time.

The system is intuitive, easy to use and very secure, user names can be configured so they can only use the elements of the system enabled by the administrator. We have found that BDA also offer the highest level of customer care and support, a very important factor when deciding on a system. The geographical distance between us has been invisible, using the dial up and telephone support offered by BDA.