

The A.C.T Group - Case Study

NimonikApp Audit

Nimonik provided A.C.T. Group with the mobile compliance tool their auditors in the automotive and events industries required.

“From an efficiency and portability point of view, it’s enabled us to win more business!” – Phil Atkinson

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Phil Atkinson
Co-Owner, Managing Director
The A.C.T. Group, United Kingdom

Phil is responsible for efficiency and for engaging the A.C.T. Group at the forefront of technology.

📌 The Challenge

The A.C.T. Group provides expert compliance solutions, which mitigate risk while fulfilling legal and moral obligations. The A.C.T. Group has an internal team of trained auditors and a strong presence in the automotive and events industries.

An expanding client base meant that A.C.T. urgently needed a simple and streamlined auditing tool.

🔍 The Search

- Phil and his team at A.C.T had experimented with several audit procedures in the past - from the traditional pen and paper to Word and Excel and to other online platforms, such as CS Stars and iAuditor.
- The main issue with these other solutions was always the final output - A.C.T Group clients were not fully satisfied with the look and content of the reports.
- Phil searched on Google for an alternative auditing software that could provide him with satisfactory reports. He came across the Nimonik solution and downloaded the free trial.

The Solution

- Phil uploaded a few sample questions so he could see how Nimonik worked. He was pleased with the function to automatically generate a report once the audit was completed. He also noted that the option to download a report in various formats was useful to him and his team.
- Phil found the Nimonnik team very willing to work with him to meet his goals: “Efficiency is a big thing: our target is to visit a site, arrive at 9:15am, finish at 3:30pm and then push a button and say – that’s the audit completed.”

The Implementation

- Phil explains that while he appreciates the user interface, the ease of use, the vast template library and the price point of the Nimonik solution, his favorite feature is the customer service.
- The team had an on-boarding training with Luciano and, “he was great, he showed us how to use the system.”
- Nimonik also makes sure to reply to emails quickly and has always welcomed any comments or feedback on user experience.
- On a scale of 1 to 4, A.C.T. rates Nimonik’s customer service a 4.

The Results

- Report creation is much more efficient with Nimonik. An administrator now spends 20-30 minutes to do a report, which used to take 1-2 hours.
- Creating checklists and uploading checklists from Excel is a seamless process.
- “From an efficiency and portability point of view, it’s enabled us to win more business!”