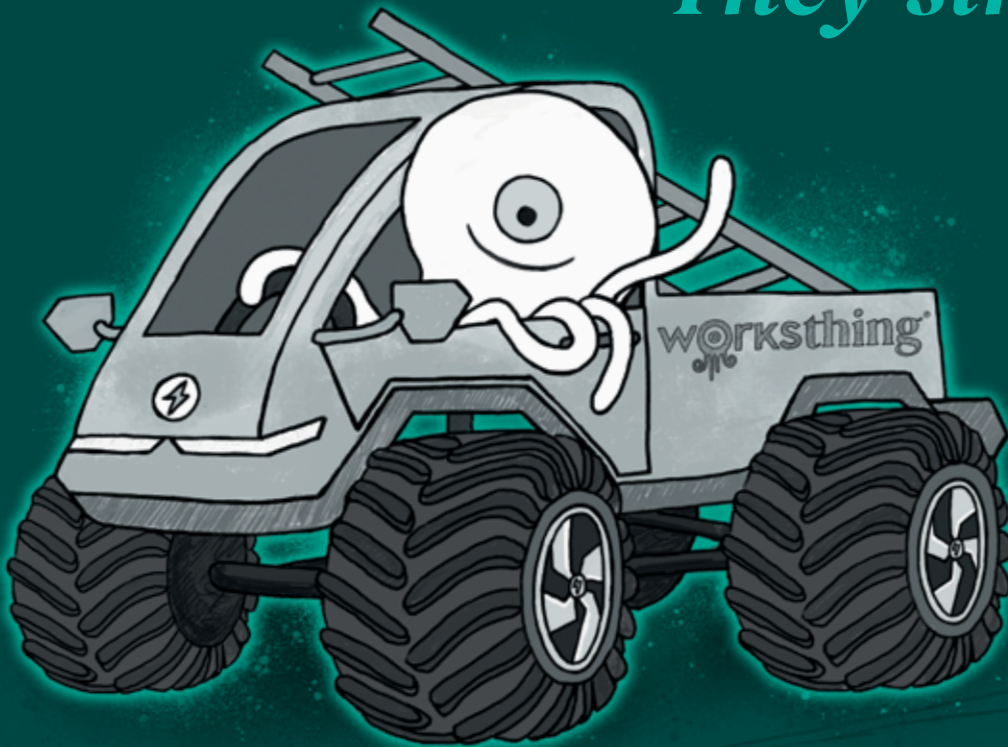


They see you sellin'
They hatin'
They see you installin'
They stressin'



worksthing®

*Change your system
Change your life*



Thinking about it again, maybe that wasn't what he meant

“Guys, we’ve had another ficcup”

Our installs were going wrong. Not every time.

But often enough. We hate letting clients down.

We needed to fix it.

In quality management terms, we needed to find the root cause.

Or, as we prefer, the first ficcup.

And that first ficcup? What did we find?

An incomplete survey.

A brief without important details.

Something not passed across.

Something left unsaid.

It’s hard managing projects. It’s hard making sure everyone has the information they need. When they’re in different places.

Working at different times.

So we built WorksThing for us.



*Now it's time to
make it work for you*

Sellin' to installin'

WorksThing is a complete workflow tool.
It's everything you need to manage installs from start to finish.



Enquirin'

Answer client pre-sale questions and keep track of what they've asked for. Follow up hot leads and assign to team members.

Give 'em what they want.



Bookin'

Show live availability for your surveyors and installers by syncing their calendars for effortless online booking.

No more to-and-fro agro.



Surveyin'

Surveyors answer questions on site with a tablet. Photos and notes they upload are instantly shared with the office.

Deny the ficcup.

& everythin' in between

And it all starts with the first encounter, the first enquiry, the first chat



Proposin'

Use Proposal Composer to create a beautiful online proposal or email a PDF. Start from a ready-written model and upload diagrams or pics.

Make it visual, make the sale.



Earnin'

Create an order, get paid online and generate an invoice. Manage in-house production or track items made by third parties.

See where it's all at.



Installin'

Manage single or multi-site installations with a visual progress timeline. Upload risk assessments, book and chat with your installers.


Get it right, first time.

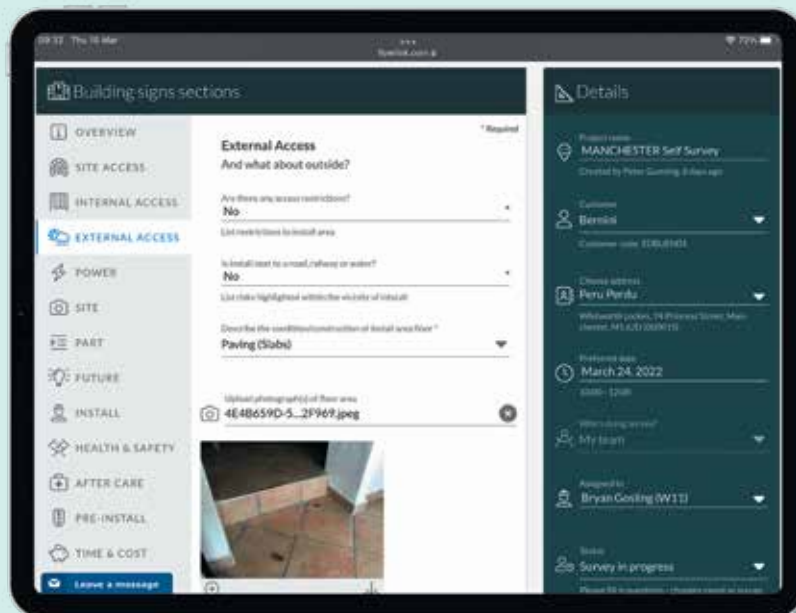
The secret behind the smooth?

The Surveyor

Take your iPad or Android tablet to site
and answer questions as you go



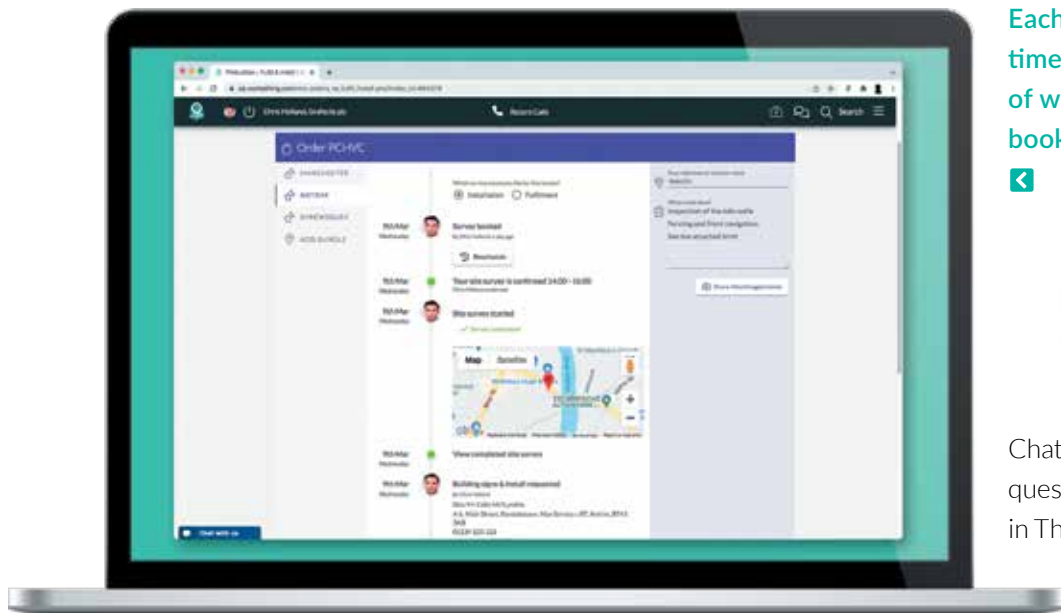
Use a 4G/5G enabled  tablet, on-site wifi or tether to your mobile phone



Upload pictures
and make notes –
everything's securely
synced to the cloud
and shared live



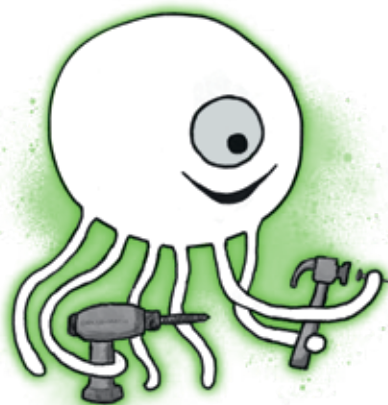
Your office team
can collaborate
live, then prepare
a proposal,
without waiting
for you to get
back with a fist of
scribbled notes



Each survey site has a live timeline, so you can keep track of where every install and booking is up to in real-time



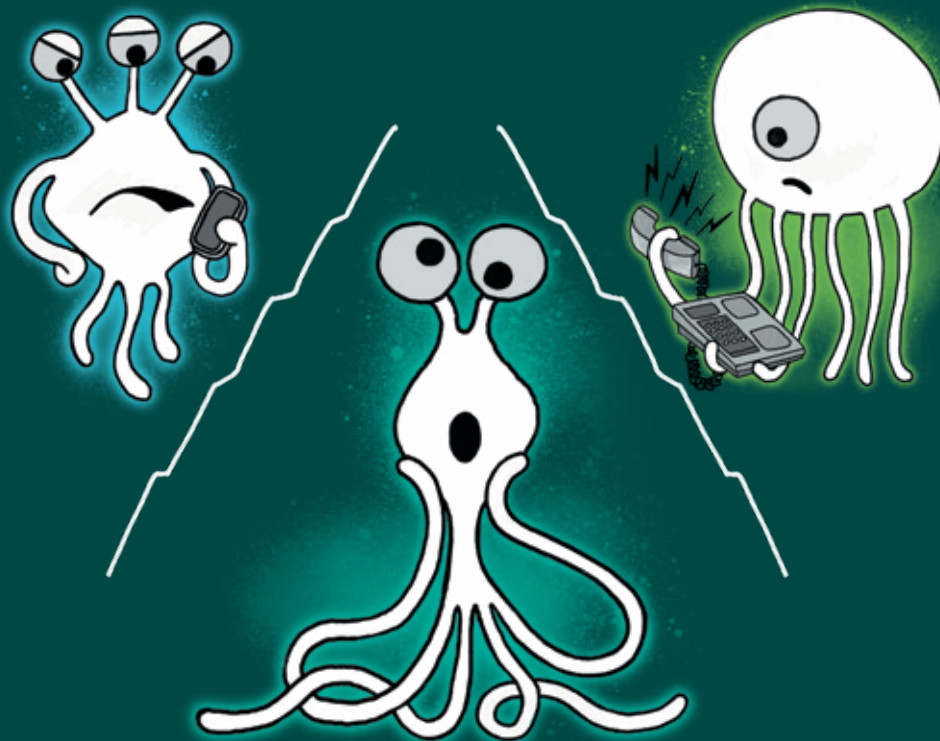
Chat with installers, answer questions and share documents in The Arena mobile app



Installers can share photos of the finished job and upload client sign-off



Give installers access to the survey in advance and on-site, so there's no surprise trips to Screwfix



No! I said a sculpture of 'baby cheeses!'

It's the story of your business

At the heart of WorksThing is The Arena.

The pandemic changed the way we communicate.

Our teams were scattered. Offices deserted.

We needed new ways to talk. To meet. To collaborate,
discuss, share ideas and issues.

It's a messaging system which connects your team.
With each other. With clients. With surveyors, installers and
anyone involved in a project.

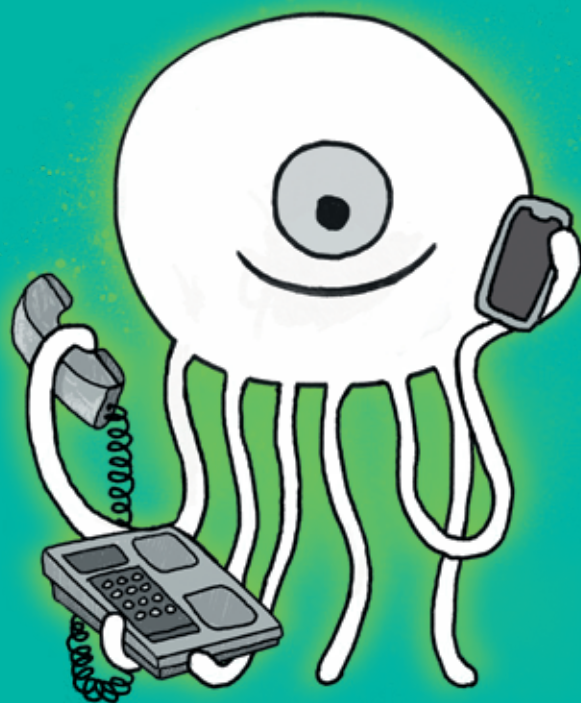
It's designed for a world where we're not all in the same
room. When we're not all working at the same time. But
where we all need the same information.

But information overload is a real problem. Being bombarded
by instant messages is stressful. Always online, is, well,
always exhausting.

We thought there must be a better way. The Arena lets your
team pick up the story when they need to.



Write the story you'd want to read



You had me at 'hello'

There's a very good reason why It starts with a chat

Live chat comes out top in client satisfaction surveys every time. People just prefer it.

Add a WorksThing chat widget to your website with a few lines of code



Use the WorksThing app to respond on the go or from any browser

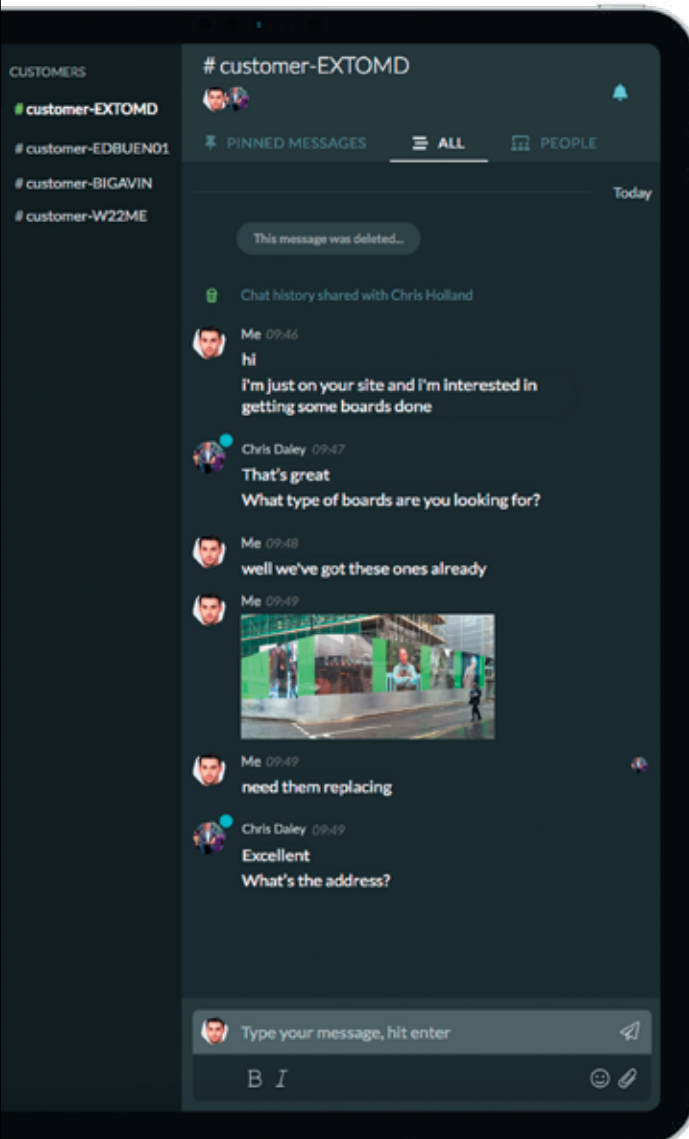
YOUR NAME

ADDRESS

EMAIL

Capture client enquiries while they're browsing and answer pre-sales questions

- ◀ Your team can 'take' chats and assign to colleagues if they need to escalate or involve a specialist



People have come to expect Live booking

You get live availability when you book a restaurant – we asked “why not do that with surveyors and installers?”

Cut out the to-and-fro from arranging appointments – online booking shows live availability for each of your surveyors and installers



Set each installer's home location and service area they cover



Make it easy for customers to choose a time to suit – share a secure booking link with live availability



Set booking availability rules to block out days and times for each team member



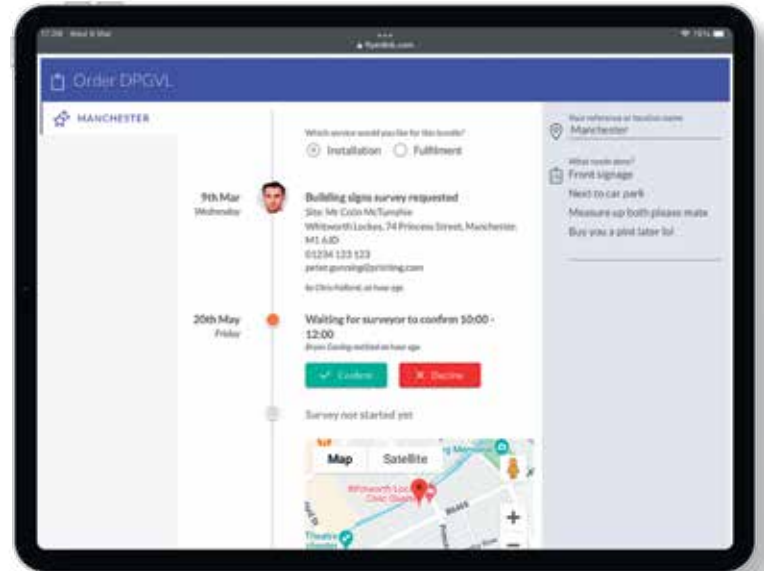
Everyone has their own calendar – managers can see every booking for team members



Optionally connect to Google, iCloud, Microsoft Exchange or Outlook calendars so external appointments are blocked out as busy



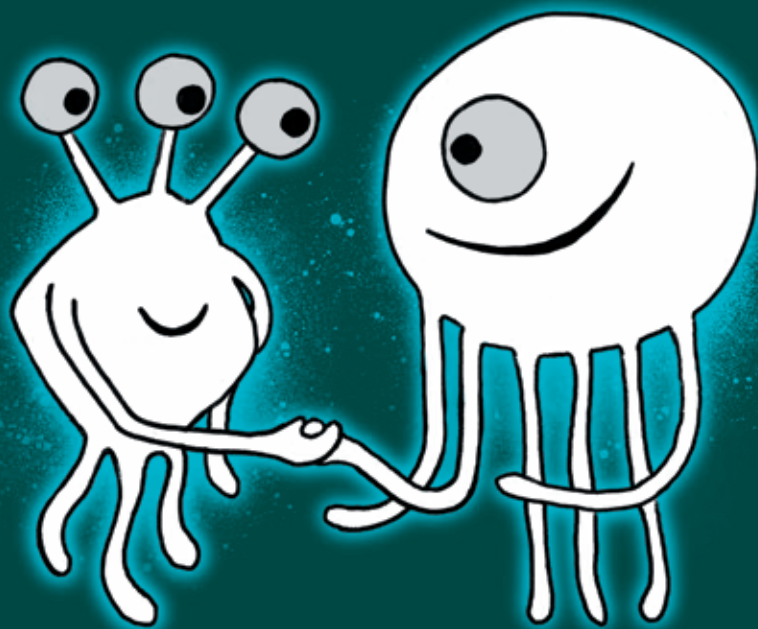
Accepted appointments are automatically added to their calendar, with the site location survey link



Surveyors/installers are emailed for each booking request, with a link to accept, decline or reschedule

Think about how much time your team wastes scheduling and checking availability – this changes everything





His name is Oodles
Mr. De-stressful
His system is a doddle
Master of the install

Stick your business head in the clouds

Your team aren't sat at their desk all day. They're onsite. They're working from home. They're on the move and they're visiting clients.

That's why WorksThing lives in the cloud. Everyone has access to the same information, the same last minute changes and the same revised files.

Access in the browser from your smart phone, tablet or desktop computer. Or download dedicated WorksThing apps to chat with your team in The Arena.

As everything is stored safely in the cloud, there's no need to worry about misplacing your notebook. Or losing all the files on a dropped laptop.

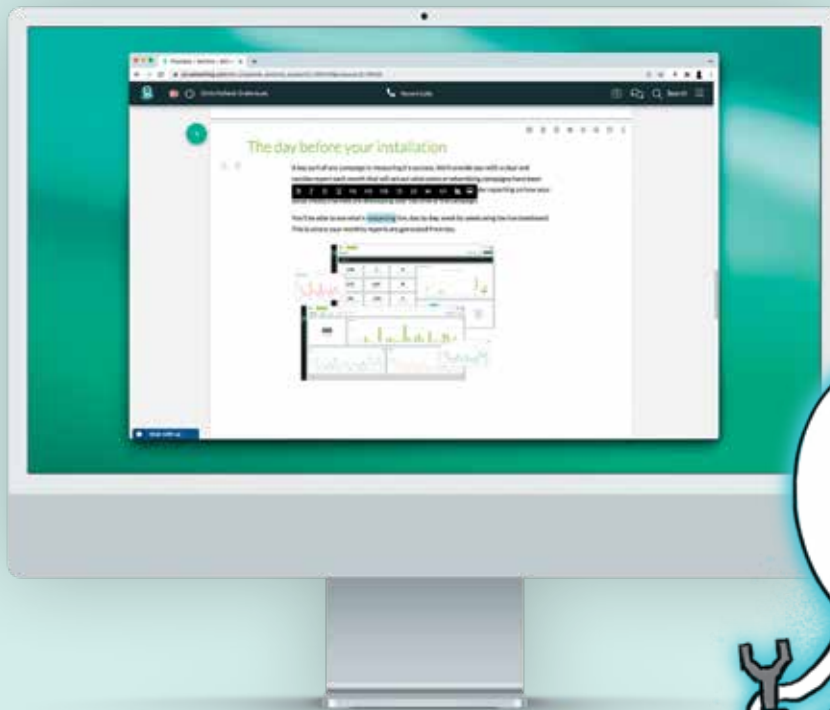
Everything works best when each of your team members has their own account. It means you can see who's where, doing what to whom. And share files, notes and messages while they're on the job.



Works the way the new world works

Time to make sure your quotes sing with **Proposal Composer**

Share visual proposals instead of text-heavy quotes



◀ Edit proposals online
in your browser



Start from a
pre-written
model proposal
or blank sheet

Add financials,
optional extras,
payment milestones
and agree timescales



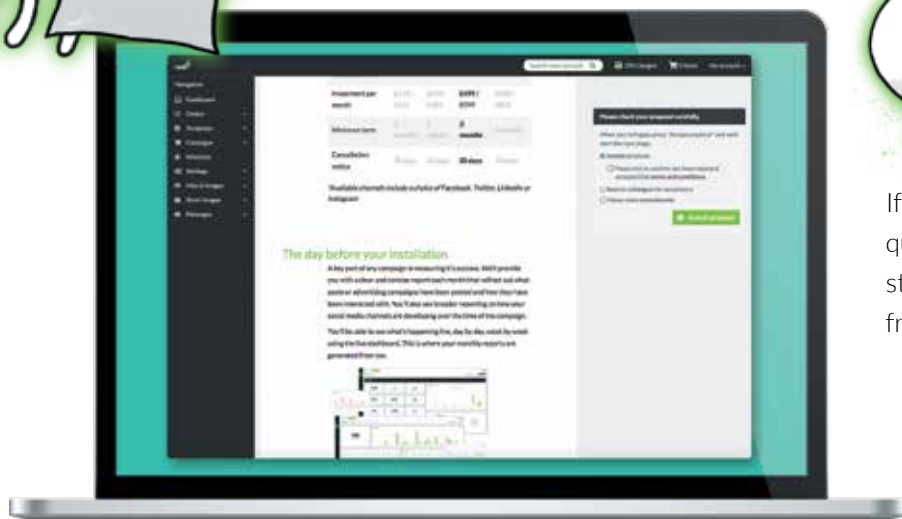
Insert pictures from the survey, add diagrams and illustrations to visually explain what you're doing



Send a PDF proposal by email or share an online version with a secure link



If clients have questions, they can start a live chat straight from the proposal



Take a deposit or full payment securely online by credit or debit card



Ask for client sign-off and agree what you're doing, when you're doing it and how much you're charging

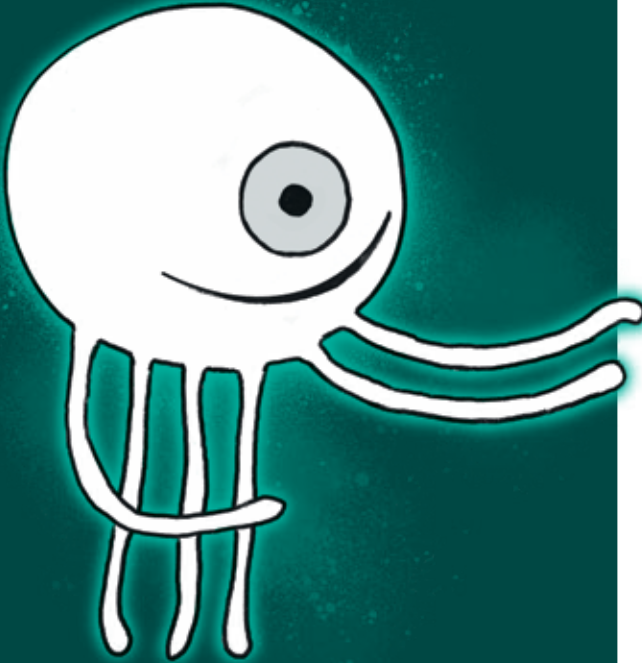


Your team has instant access to the proposal, so support agents can answer client queries quickly using The Arena

Choose the plan that fits

Simple and transparent pricing
with no surprise fees

Every WorksThing subscription
includes WorksThing Studio
– see page 20



CHAT

£49 /month

or **£449** /annually

Add customer chat to your website,
manage enquiries and build proposals
that convert to orders

What's included:

- ✓ Chat widget for your website
- ✓ Record offline enquiries
- ✓ Create beautiful PDF proposals
- ✓ Visual Proposal Composer
- ✓ Share proposals online
- ✓ Online approval and payment
- ✓ Agent help-desk for client enquiries

1 user included

Extra user **£49/month**

All prices exclude VAT.

Subscription subject to acceptance and Terms & Conditions.

TEAMS

£149 /month

or **£1,499** /annually

Add tools to power team collaboration, generate in-bound leads and improve client experience

What's included:

Everything in Chat, **PLUS**

- ✓ Create private team chat channels
- ✓ Send email marketing campaigns
 - ✓ Upload email templates
- ✓ 200 million low-cost stock photos
- ✓ Build branded ordering portals
- ✓ Build Brambl responsive websites
- ✓ Reporting & customer analytics

2 users included

Extra user **£49/month**

PRO

£249 /month

or **£2,499** /annually

Effortlessly manage surveys, estimating, installation, production and invoicing of sign projects

What's included:

Everything in Teams, **PLUS**

- ✓ Schedule surveys and installations
 - ✓ Complete self site surveys
 - ✓ Installation timeline tracking
- ✓ Add your own installers/surveyors
 - ✓ Sync calendars
- ✓ Build plans for print & sign projects
- ✓ Kanban production dashboard

3 users included
+ 10 installers

Extra user **£49/month**
Extra installer/surveyor **£5/month**

Included in every plan

WorksThing Studio – the world's most powerful order management tool

CRM

- ✓ Database to manage contacts
- ✓ Customer delivery address book
- ✓ Bulk import & export customers

Supply chain for overflow work

- ✓ Trade pricing for a range of products
- ✓ Same-day despatch available
- ✓ Order management & tracking
- ✓ Control desk for managing orders

Files & images

- ✓ Customer files & asset store
- ✓ Two-way online sharing
- ✓ Online proof approval
- ✓ Automatic FileCheck & approval
- ✓ Graphic file visual archive

Payments & invoicing

- ✓ Automatic customer invoicing
- ✓ Group invoices by order or weekly
- ✓ Set invoice milestone stages
- ✓ Accept card payments via Stripe
- ✓ Setup Direct Debits with GoCardless
- ✓ Create subscriptions/payment plans
- ✓ Sync with Xero or QuickBooks
- ✓ Take online payments
- ✓ Auto-generate customer statements

Team communication

- ✓ Leave notes for team members
- ✓ Share files & images in chat channels
- ✓ Community support & discussion



Recommended add-ons

Get even more from your studio with these upgrades

eCommerce web shop



- ✓ Your own print store
- ✓ Sell 1000's of products instantly
- ✓ Own domain + SSL certificate
- ✓ Full shopping cart & check-out
- ✓ Unlimited pages
- ✓ Drag 'n' drop page designer
- ✓ Easy reorders
- ✓ Back-office order manager

£0 set-up
+£99/ month

In-house products



- ✓ Create your own standard printing or sign products
- ✓ Upload photos, set pricing
- ✓ Sell on your web shop or offline
- ✓ Set customer permissions
- ✓ Stock manager and live availability
- ✓ Product importer
- ✓ Production API access
- ✓ Shipping labels and barcode tracking

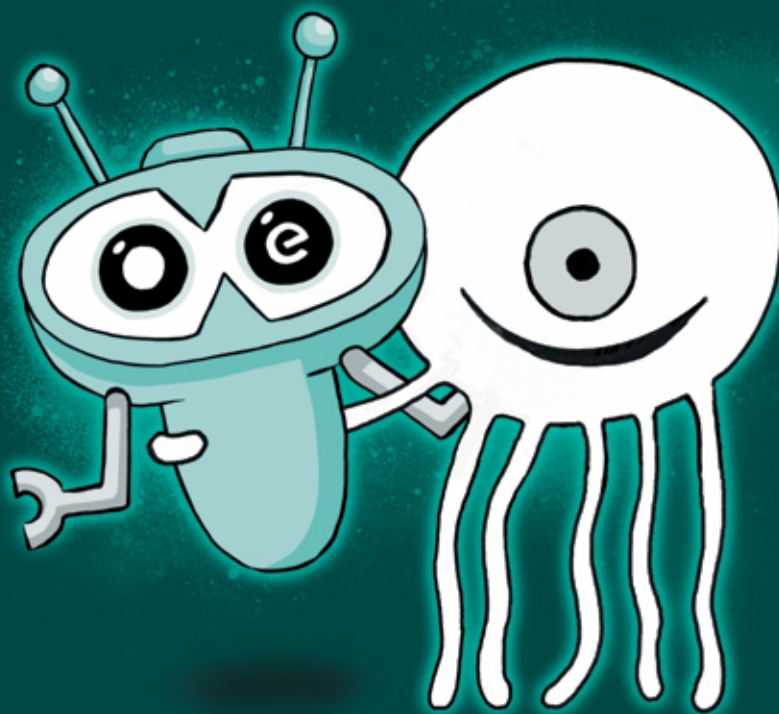
£995 set-up
+£200/ month

Template pack



- ✓ Online template editor
- ✓ Sell 10,000 designer templates
- ✓ Create client templates directly from InDesign
- ✓ Google & fonts.com libraries
- ✓ Active update fields
- ✓ Set design rules
- ✓ Lock styles or free-style
- ✓ Print-ready hi-res PDFs

£995 set-up
+£200/ month



*A problem shared is a problem halved, so is your
problem really yours or just half of someone else's?*

(c) D Brent

You're in great company



The WorksThing platform is used by thousands of graphic professionals around the world.

It's used by entrepreneurs in England, studios in Scotland. Independent installers in Ireland. And workshops in Wales.



Our users chase the sun from Belgium, The Netherlands, France, Australia, New Zealand and America.

They're there for each other. To share ideas. Ask for help. Discuss issues and chew the fat.



Being in business can be a lonely place. Join fellow professionals in our private community.



GRAFENIA[®] plc



"It used to take me 20 minutes to process each reorder. Digging out the artwork. Setting up a new job. Now I do it with a couple of clicks. I cannot tell you how many hours a day this saves us"

Martin, Honiton

You bring the questions

We've got the answers

Our all-time faves – more at www.workstthing.com/faq

How much does it cost?

See plans on pages 18 & 19.

Is there a set-up or initial fee?

No. Follow our online tutorials and training for self-service. Optional online individual or group training is available.

Are there extra fees or charges?

Your monthly subscription gives you access to the WorksThing platform. You can choose in-app purchases, for additional products or services. Printing, signs and workwear are all available with wholesale, factory-direct pricing. Deploy websites, pay for cloud hosting and buy SSL certificates or domain names. Everything is clearly priced before you commit.

Is there long-term commitment?

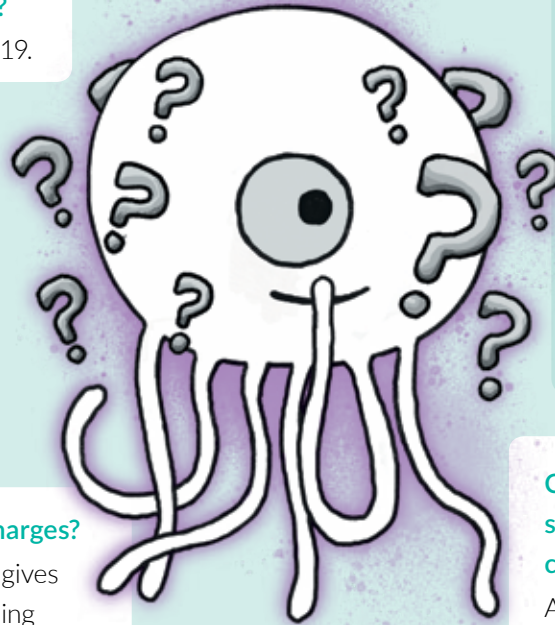
All plans renew monthly. You can close your account at any time. Save on our annual plans.

What payment methods can my customers use?

You can connect your Stripe, PayPal, PayU or WorldPay account to WorksThing to accept credit or debit cards. Accept Direct Debits with GoCardless. ACH payments can be collected via Stripe.

Can WorksThing send invoices to my customers?

Absolutely. Add your logo, contact details, VAT number and payment information to invoices. Send an invoice per job, for a whole order, or consolidated once a week. You can also set invoice stages, which are triggered on certain dates or events.



Can WorksThing integrate with my accounts package?

We sync with Xero and Intuit Quickbooks. Invoices, customers and payments are automatically posted. Or download invoices as a CSV file and import to a different package.



Can I install WorksThing on my own servers?

Since WorksThing is a cloud-based application, it's securely hosted on our servers. It's not possible to install it on your own servers.

Can I resell WorksThing?

Please contact us to discuss.

Can I see a demo?

Absolutely. Contact us at worksthing.com and we'll arrange an online tour.

What's the difference between a 'user' and 'installer'?

You'll need a user account for each member of your team who processes orders, creates proposals or sets up installs. Create third party 'installer/surveyor' users (or for your own team) for people who only need to view surveys, share files and chat about installs.

Is it suitable for small teams?

The more people in your team, the more WorksThing can help. If you're a solopreneur you'll find it useful. For every additional person you add, communication channels grow exponentially. The bigger the team, the harder it is to manage. And the more you need WorksThing.

How easy is WorksThing?

We've designed it to be intuitive. Like all powerful software, it's best to watch our online tutorials to master each module. If you'd like one-to-one or team training, ask us about on-site and remote sessions.

Do you offer multi-site discounts?

Yes. Get in touch and we can prepare an individual proposal.

Who's behind WorksThing?

Grafenia plc, the people who operate the Netti! and printing.com networks. We've developed and licenced our software and systems for two decades. We eat our own dog food. We use WorksThing to handle thousands of transactions every month.





Sure, change is scary, but the alternative is scarier

Your first ten surveys are on us

We built WorksThing for us.

It's a workflow tool that just works.

We made it for stressed-out design studios.

It works for wound-up workshops.

Relieve under-pressure installers.

Take care of demanding clients.

It's a WorksThing.

Try it free, without obligation.

Your first 10 surveys are free.

www.workstthing.com/freetrial ▶



*Change your system
Change your life*

Use your 10 surveys within 30 days, cancel any time.
Conditions apply.



Enquirin'



Bookin'



Surveyin'



Proposin'



Earnin'



Installin'



**Your first
10 surveys
FREE!**



Call us free: 0808 16 99 101

Find us: Third Avenue, Trafford Park, Manchester M17 1FG

email: hello@workstthing.com web: www.workstthing.com

WorksThing is a trading style of Grafenia plc.
Create up to ten site surveys and installs in your first 30 days with no charge.
Cancel any time. Terms & Conditions apply.
All prices exclude VAT and are subject to change.
Brand logos and trademarks are property of their respective owners.

workstthing®

*Change your system
Change your life*