

BEL Signs: from WORMS to WORMS 2

Rebuilding an 18-year-old workshop system without losing a single quote, job or customer

CLIENT BEL Signs, Sussex	BUSINESS Sign maker	USERS 5–10 staff	REPLACED WORMS, in use since 2008
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18 years of history kept	22,639 quotes migrated	32,918 jobs migrated	7,021 customers migrated
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THE STORY

In 2008, BEL Signs ran its quotes and jobs from a slow Access database on a single machine. Charlie Essex, then an independent developer and now founder of Inferred, replaced it with WORMS (Works Order Management Software), a web-based system for quotes, works orders and job sheets.

WORMS fitted the workshop so well that it stayed in daily use for 18 years. By 2026 its technology had aged: sign-in didn't check passwords and there were no user roles. BEL asked us to rebuild it without changing the way the workshop works.

OUR APPROACH

- **Started from the old system.** We mapped every screen and table of WORMS before agreeing the new rules with BEL.
- **Rebuilt, not patched.** New, modern foundations, with the Q and W numbers, familiar screens and customer folders staff already knew.
- **Delivered in small steps.** A first working version within days, then changes driven by BEL's staff using it.

WHAT IT DOES FOR BEL

- **Quote to job in one step.** Branded quote letters with revisions, and an accepted quote becomes a job without retyping.
- **Everyone can see where a job is.** A stage tracker with owners, handovers and blockers through to collection, delivery or installation, plus a calendar of jobs due and staff holidays.
- **The shop floor gets complete job sheets,** without prices. An incomplete sheet can't be sent through.
- **Paperwork files itself.** Documents go to each customer's folder on the office server, and replies to emails sent from the system reach the right person.
- **BEL runs it themselves.** Their admins manage users, roles and custom fields, with a log of every change. They even chose the name: WORMS 2.

"Having worked with Inferred to update our Works Management System to a much more modern and intuitive system, I would happily recommend them to anyone."

Gary, BEL Signs · Google review

BEFORE AND AFTER

	Before: WORMS	After: WORMS 2
Signing in	Name match, password not checked	Password or PIN, with admin and staff roles
Fulfilment	A single despatch step	Tracked collection, delivery or installation
Job tracking	A status list	Stage tracker, handovers, owners and a calendar
Making changes	Needed a developer	Managed by BEL's own admins
Audit trail	None	Activity log and a history on every job
Testing	None	216 automated checks across the whole workflow

The result: a modern, secure system that works the way the workshop does, with every job since 2008 to hand.