

Customer Case Study

Connection Seating

Company Overview

Established in 1995, Connection Seating is a leading independent specialist in the design and manufacture of creative seating solutions and office furniture for commercial workspaces. Based in Huddersfield, West Yorkshire, the company also has a showroom in London and employs over 60 people, and is passionate about the impact that creative design in the workplace can have on productivity, quality and business success.

The Challenge

Connections Seating's sales department were generating and posting around 20,000 sales order acknowledgements and sales invoices every year, while its Customer Services department used to have to contact over 40 customers a day by telephone. A dynamic and progressive business, Connection Seating were keen to identify a method of streamlining its business activities and to more effectively support the company's existing manufacturing and accounts systems.

The Solution

- > **Reduced annual stationery costs by £20,000**
- > **Saved over 2000 man hours each year**
- > **Delivered substantial improvements in efficiency throughout the business**

After turning to Spindle Professional, the firm has saved over 2000 man hours each year throughout the business. The firm now uses Spindle Professional to notify all its customers with information of their pending deliveries, and confirmation of delivery dates, and has seen further benefits from the products' fax and email capabilities.

Spindle Professional has also removed the need for expensive pre-printed paperwork – delivering substantial financial savings – thanks to the product's ability to produce highly professional looking forms.

What They Have to Say

John Cupitt, IT & Systems Manager with Connection Seating, comments,
"Spindle Professional has delivered tangible benefits across every part of our business – from purchasing and finance to despatch. It's easy to use too, and reliable – in two years of running this system we have not experienced one single problem. Since its introduction, we've seen savings of £20,000 a year on stationery, while its impressive PDF archiving system handles the problem of filing and archiving documents with ease. We can now access archive information quickly, anywhere on our network. A brilliant product, well done Draycir."

Connection Seating Facts

Activity: Designers and manufacturers of seating and office furniture

Based: Huddersfield, West Yorkshire

Key Benefits

Dramatically reduces costs - document delivery by email and fax

Creates a more professional image with your company logo and branding on outgoing documents

Saves money and waste - you can use plain paper in place of pre-printed stationery

Flexible - allows you to automatically add terms and conditions or seasonal or promotional messages

'Intelligent' - pre-programmed to fax, email, print or store your documents automatically for instant retrieval whenever you need them

Spindle Professional works with major accounting systems including Sage 50, Sage Line 100, Sage 200, Microsoft Dynamics NAV (Navision), Microsoft Dynamics GP (Great Plains), Pegasus Opera II, Access Accounts, SAP Business One and more. Also works with almost any application that will print, such as Microsoft Word, Excel, Access, ACT! and Crystal Reports.

Product Range

Spindle Professional is one of a range of products available from Draycir, specialists in document distribution and credit management solutions.



Spindle
PROFESSIONAL



Credit
HOUND



Credit
GUARDIAN

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