

Thomas & Fontaine Ltd use My.N to streamline their unusual and challenging business processes

The sudden realisation that you are spending more time working with your software rather than working with your customers is often the trigger for companies to review how they do things. Shropshire based Thomas & Fontaine Ltd had reached that point when they began looking around for a replacement business system.

Too much time was spent manually entering and double entering data

Like many other companies, they had developed a series of solutions over time, which managed specific business issues. A database for customers, a spreadsheet for suppliers, a Word document for despatching. All their information was available, just in separate packages which didn't talk to each other. Too much time was spent manually processing and double entering to keep everything up to date and in sync.

“We knew what we wanted to achieve, and My.N was able to match those features.”

Thomas & Fontaine Ltd had a clear idea of what the best process was and how much it would save them, they just needed to find somebody who could deliver it for them. “We knew what we wanted to achieve,” comments Sam Cameron, Office Manager of Thomas & Fontaine Ltd. “however, using our existing Sage package was unrealistic.”

Complicated chain of administration is now handled with ease

Thomas & Fontaine have their own specific business needs as they maintain management and distribution of their product once sold. To further complicate things, despatch instructions are received from a distributor or a sub-distributor, and orders are placed by end users. Not forgetting a third party warehouse who also needed instructions. This created a complicated chain of administration.

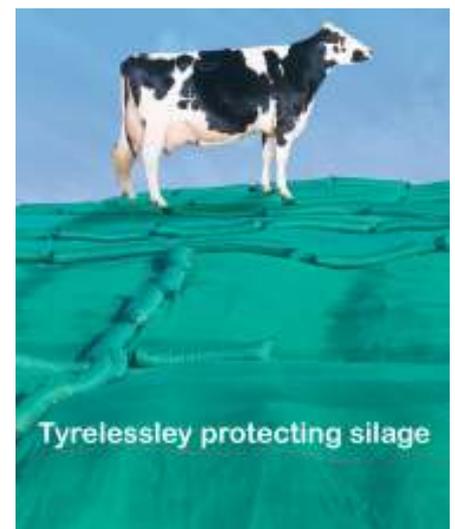
“We have been able to replace all of our existing packages with a single solution.”

Sam continues “From our first meeting with Accounting Office, they clearly understood what we wanted and were able to demonstrate capability in matching their package to our process”.

“We realise we have a non-standard business process yet we have been able to replace all of our existing packages with a single solution. The efficiency gains have been significant for us and the return on our investment will be considerable.”



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Key Achievements

- Stock is now tracked and managed effectively and with confidence.
- Picking and packing notes produced with ease.
- Order processing in a single system greatly reduces time and errors.
- Thomas & Fontaine run their business more efficiently with My.N.