

C&S Builders Merchants (Stamford Hill) Ltd.

Netstar's two-phased approach improves C&S Builders Merchants (Stamford Hill) Ltd business processes and productivity

When C&S Builders Merchants (Stamford Hill) Ltd engaged with Netstar in 2003 they were a multi-site business with a Sage accounting system located at a single branch.



Access to important information including: customer account status, credit limits and stock availability across the 3 sites was limited. This single site system also meant sales ledger books had to be manually transferred between sites for customer and stock transactions to be centrally inputted. This setup inevitably took considerable time and thus was affecting productivity and customer satisfaction.

Netstar took a phased approach to improving the situation. Initially they implemented a remote desktop server at the main branch providing the other two sites with instant access to the accounting system. This step alone reduced time and enabled instant access to customer information across all three sites. However, it was apparent that despite these measures C&S Builders Merchants (Stamford Hill) Ltd were evolving at such a pace that they needed to conduct a full review of their business software.

THE CUSTOMER

C&S Builders Merchants (Stamford Hill) Ltd are a leading independent timber, building materials and plumbing supplier servicing North and East London. They have a long history of success based on customer satisfaction, reliable delivery service and extensive stock availability.

Established in 1986, they have grown from a single, to a three-branch operation (Walthamstow, Stamford Hill and Leyton) now employing over 40 staff.

Selection and Recommendation of business management software

Netstar assisted in the selection of a suitable accounting, stock control and business management software solution, which would support C&S Builders Merchants (Stamford Hill) Ltd's expanding needs. Following a stringent evaluation process, Intact Software was selected and implemented enabling visibility of stock levels and instant access to client information across all three branches.

Naturally, Netstar installed a secure back up and disaster recovery solution, ensuring that in the event of a disaster C&S Builders Merchants (Stamford Hill) Ltd would be fully operational within 4 hours.

As with all their clients' third party software applications, Netstar provide support and will liaise with the vendor should any issues arrive.

Benefits for C&S Builders Merchants (Stamford Hill) Ltd.

In addition to supporting their IT infrastructure, business management software, and backup and disaster recovery solution, C&S Builders Merchants (Stamford Hill) Ltd also benefit from the following:

- 1 Streamlining and optimizing business processes – saving time, money and resources.
- 2 Access to real-time information, stock levels and customer records across all sites -enhancing productivity and increased customer satisfaction levels.
- 3 Integrated online business management system with full backup, and disaster recovery – De-risking and future proofing the business.

5 Reasons to Switch

- ✓ We aim to start working on your IT issues in under 10 minutes.
- ✓ We proactively monitor your IT systems to find and combat faults before they develop into problems for you.
- ✓ ISO 27001 accreditation means you can be sure that yours and your clients' sensitive data will be safe and secure.
- ✓ Ongoing technology consulting and IT budget planning provided at no extra cost.
- ✓ Established business providing IT support in London since 2002 - try us for just one month, you won't want to switch!

Rav Sumal – C&S Builders Merchants (Stamford Hill) Ltd Branch Manager commented:

"Thanks to Netstar we are experiencing rapid IT support and all the benefits of outsourcing our IT Support to a professional organization."

"We regard Netstar as a trusted strategic IT Partner and with their help have selected and implemented a fully integrated business management system capable of scaling to meet our future requirements. Since engaging with Netstar we have seen a rise in both our productivity and customer satisfaction."

Netstar Managing Director Mit Patel added:

"We embraced the opportunity to enhance C&S Builders Merchants (Stamford Hill) Ltd business processes and productivity through state of the art IT. We are pleased that they are satisfied with their new IT infrastructure and are on hand for them 24x7x365. We look forward to continuing our business partnership with them in 2014."