



# JMS Brings Cambridge Joinery up to Speed

**Jim Hardingham of Cambridge Joinery, wanted to bring the business into the 21<sup>st</sup> Century. With limited computer experience, Jim found JMS easy to use, confirming “JMS saves me time, and has contributed to me winning jobs. Presentation is a big factor.”**

When Jim Hardingham, of Cambridge Joinery bought JMS back in 2005, there were only 2 modules available, and training was optional. Now using four modules for casement windows, sliding sash, doors & doorframes and screens, Jim is planning an additional half days training to ensure that he gets the most from JMS's new



features and enhancements.

Involvement in joinery since the age of 17, Jim started his own business in 1979. Now with ten joiners, machinists and sprayers, Jim describes the current size as busy but manageable. With no real

plans to expand the business further, Jim recognised that improvement involved bringing the business into the 21<sup>st</sup> century. Looking to purchase a computer and software to help manage the business further, Jim, who had limited computing

experience, followed a friend's recommendation to review Joinerysoft's Joinery Management Software. An onsite demonstration was enough to prove to Jim that it was right for the business. Jim comments, “I liked JMS when I first saw it back in 2005. Now it has so much more. JMS is relatively simple to use, and does the job I want it to do and ‘more’. I think it is a great program and reasonably priced.”

Cambridge Joinery provide quality joinery items, a successful strategy which is illustrated by the strong customer loyalty they hold locally, and in the London area. Based in the Willingham, area of Cambridge for the past 26 years, the business has

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Joinerysoft Ltd [t] +44 (0)1608 643302 [e] enquiries@joinerysoft.com [w] www.joinerysoft.com



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expanded to its current size exclusively by word of mouth. Last year they moved into new premises just one and a half miles down the road from their original site. Customers have noticed the difference that JMS has introduced, commenting on how professional quotes look. Jim comments, “We live in a visual society. With JMS the written quote includes pictures of what each item is going to look like. It helps the customer understand what they are getting and encourages them and gives them confidence.”

In the past, Jim would have to work out the quote manually, then either type a letter to the customer or write it long hand. Being

able to quote himself and print out professional quotes instantly, has removed the need for a secretary in the office. Jim is able to keep up with the paperwork himself. Jim is delighted with the speed of JMS. He confirms, “I can quote quickly now. If a customer requests a quote for 12 sliding sash’s, I can quote in 5 minutes, put it in an envelope and it is ready. JMS saves me time, and has contributed to me winning jobs. Presentation is a big factor.”

JMS has certainly helped the business grow; the business is more efficient now which means they can take on more work. During the interview, 100 sliding sash were currently going through the

workshop. When asked what he thinks of JMS Support, Jim concludes, “Joinerysoft support staff are always pleasant and helpful. If I’ve got a question they always provide the answer. JMS is improving constantly and I’m pleased with the updates Joinerysoft provide.”

For more information about Cambridge Joinery contact:

[jim@cambridgejoinery.co.uk](mailto:jim@cambridgejoinery.co.uk)

[t] +44 (0) 1954 260580

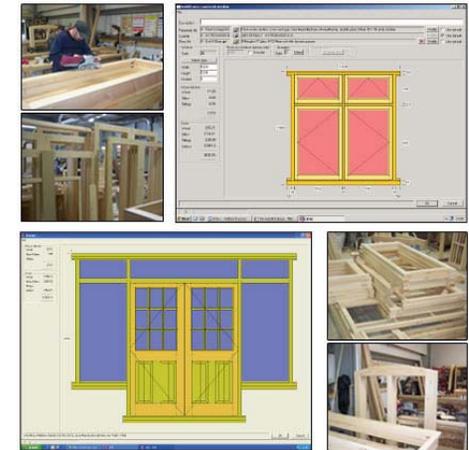
[f] +44 (0) 1954 260590

For information about Joinerysoft contact:

[enquiries@joinerysoft.com](mailto:enquiries@joinerysoft.com)

[t] +44 (0) 1608 643302

[f] +44 (0) 1608 643309



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