

DJ Murray & Son Rely On JMS Software

Like many joiners, John Murray of DJ Murray & Son, based in County Cork, Ireland, has found growing his bespoke joinery business isn't always easy. Ironically getting the work in has been the easy part. Specialising in sliding sash windows for preservation orders or period renovation, customers have sought him out from as far as Dublin. The difficulties for a family business like his, have been handling the logistics of customer visits, while quotes stack up in the office, and workshop joiners wait for cutting lists.

Eight years after setting up his business, Mr Murray now feels that he has had a breakthrough with the introduction of Joinerysoft's Joinery Management Software (JMS).

John uses JMS to produce all his casement windows, sliding sash, doors and screens. Entering size and style information from customer details, JMS allows him to quote, produce cutting lists, timber and glass orders and even invoices, without rekeying any data. Customers can see what they are getting clearly and quickly, with itemised quotations, scaled drawings, and detailed descriptions and fittings. Changing styles, wood, glass or even section sizes is simply



and easily done, and allows the customer the flexibility of asking, how much would it cost in Oak, or Soft wood, information available at the touch of a button.

Aided by his son Daniel, also a qualified joiner, he is amazed at the transformation to the business. Daniel comments, "Looking back we would have laughed if you'd told us a software program could do all this. I didn't believe it could be possible."

John discovered JMS one day while surfing on the internet at his computer. With little computer experience, other than emails or internet surfing, John and son Daniel were sceptical at first that a software program could help, or be suitable for bespoke joinery. After

phonecalls, and an onsite demonstration at their premises, John recalls, "After the demo we were hooked and invested a few days later."

Purchasing 8 months ago, Daniel, claims JMS now saves him 50% of his time. Daniel has now taken on the role of quoting and running the workshop, giving John the time to be the customer focus for the business. Daniel is able to order all glass and timber from JMS which also works out his lead weights for sliding sash. The printouts for the workshop allow Daniel to print out frames and sashes separately. Daniel gives these directly to the workshop containing all information they could possibly need. Daniel confirms, "In the past, after explaining a job to the workshop, they would still come up to the office every five minutes to clarify it. Now they don't need

to come and ask questions. I can't praise it enough."

Daniel goes on to say, "The best thing I can say about JMS is the time it saves me. Phenominal". Where jobs used to be running 2 or 3 days late, now they are finishing large jobs ahead of schedule. Daniel confirms, "We've just had one job for 35 sliding sash, finished two days ahead of schedule. It means we can get the money in sooner."

Embracing change can be difficult, and initially when the joiners first saw the cutting lists they were dubious about its accuracy. John and Daniel took advice from Joinerysoft's installer and challenged the joiners to prove it wrong. From the first job they took 3 windows and continued to set them up in the traditional manner with rods. They put it to the test, and compared their measurements with the cutting list. They couldn't fault it and now love it! The workshop joiners now treat it as their bible and will go straight back to the cutting list to refer to it if they are unsure what to do.

Daniel describes JMS as the best money spent in the business so far, even more so than machinery. "We had to make a choice between JMS or a new spindle moulder. JMS has been more beneficial to us, and since we've had JMS we've made so many savings that we've been able to buy the spindle moulder as well. We've saved time and money."

During installation and training, John and Daniel Murray were both reassured by the fact that the installer was a joiner. They confirm, "We could ask questions in joinery terminology and the

AS SHOWN IN WOODWORKING NEWS – JANUARY 2007

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installer knew what we were talking about.” Daniel describes the software as “very joiner friendly, containing more joinery terminology than computer terminology.” The odd thing he couldn’t remember was easily sorted out by ringing Joinerysoft technical support.

When discussing after sales support both John and Daniel sing high praises. Daniel confesses, “I couldn’t always remember how to do things and Andrew in support didn’t mind me talking me through things again. I can’t fault the after sales service. I would give them 10 out of 10.

JMS is constantly evolving, providing regular enhancements as new features are added by their dedicated team of programmers. John Murray welcomes this aspect of JMS, adding, “The New features and updates we get are a vital part of JMS.”

For John Murray the client side is the most impressive part of JMS – requests for quotations are the first thing that comes in to the business. John describes quotes as, “the first taste the customer has of our company. The quotes are sufficiently detailed with style, size, wood and fittings, that the customer is asked to sign the quote and return to confirm that we have all the details right.” Including accurate, to scale diagrams, John believes “JMS quotes let the

customer know that we’ve understood what they want and improves customer confidence in our ability.” Customers have complemented the professionalism of quotes. The fact that drawings appear in quotations helps them to visualise what they are getting. Before when they were quoting sliding sash, John used a homemade pricing table. It was never too far out, but only gave an approximate figure. All other items had to be hand priced with a calculator. This could take a lot of time. They confess, “We used to lose jobs because customers were waiting too long for a price.” Now John and Daniel are able to quote more within JMS, and 75% of jobs placed through JMS are won.



When asked what they value best about JMS, John focuses on two elements: First, the customer side – ease and

speed of preparing professional quotations. He confirms, “Planned changes to whole house can be implemented in minutes, allowing the customer to view the impact of changes quickly. JMS is quick enough to quote in front of.” Second, John also values the savings JMS gives him. They are now saving on average 2 ½ hours on every window (through improved cutting lists, ordering glass, quoting, timber orders, etc). John concludes, “I’m convinced that JMS has caused us to win work. We work hard to ensure that we go one step further for our customers. JMS allows us to do that. We obviously have to provide the quality bespoke joinery that they expect, but JMS provides us with the logistical backup we need to excel.”

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