

JMS aids expansion at Ferguson Joinery Ltd

SHAYNE Ferguson started Ferguson Joinery about 10 years ago in Salisbury, Wiltshire, where the company specialises mostly in windows and doors, but also produces stairs, mouldings and other bespoke joinery.

With a view to staying ahead in a competitive market, Ferguson Joinery has recently invested in Joinerysoft's Joinery Management Software, for bespoke joinery.

Shayne believes, "In today's market place it is important to constantly move forwards; move with the times."

Now with six joiners in the workshop and two office personnel, Ferguson Joinery is in a prime position to expand. Already busy recruiting, the company is considering further expansion, possibly even relocating locally.

The time savings introduced through using JMS has meant that Ferguson Joinery has been able to take on more work, speed up production and even win more orders, simply by increasing its quoting speed. With no previous experience of joinery software, Shayne was sold as to the benefits of JMS, before even having a demonstration.

When he finally requested a demo in February 2008, Shayne told Joinerysoft, "You don't need to sell it to me, just show me what it can do." After the demonstration he was convinced. "I could see how it was going to help immediately."

Previously, basic pricing was calculated on an Excel spreadsheet, with most knowledge held in Shayne's head, eg timing and hours for production, also timber



costs. Now he is not only able to quote, reliably, at the touch of a button, but now others can quote as well, removing a bottleneck in the office.

Training Jo, his new office manager, to quote has also been a straightforward process, despite her having no joinery background. In fact, JMS has even helped Jo pick up the joinery process much faster, due to its logical approach.

In the past, Ferguson Joinery was often too busy to quote quickly and sometimes missed the boat by the time the company responded. Quoting recently for a £35,000 order, for 42 windows, including arches, Shayne was able to

fax through the JMS generated quote within two hours of the request. Twenty four hours later, the job was a confirmed order.

Shayne adds, "The customer accepted the quote based on the detailed descriptions and drawings. I am happy that there will be no confusion later.

"I can now keep my laptop open and quote while a customer waits. JMS is making me money."

Shayne confirms, "JMS easily saves us time — without a doubt. It gives us a professionalism and ability to quote quickly, which we would not have been able to achieve before.

"We now have time to be proactive. We have finally had time to put together a company brochure and are able to send it out to prospective customers. All this gives us a more professional image."

Quotes are now stored on a laptop and can be changed easily if a customer changes his mind, something everyone is familiar with.

Shayne also believes that the JMS software has given him more time in the workshop.

Even the workshop joiners think JMS is great. They like having the complete cutting list in one go: it makes them more organised. They now even number the timber from the cutting list.

The joiners can also pass work on to each other, due to the de-

tailed nature of the cutting lists.

Shayne added, "As a small company it is important that we can all share jobs. Productivity has increased due to JMS cutting lists and has helped us to take on more joinery work."

Shayne has been pleased with the level of support he has received with JMS. New features introduced on a regular basis give him confidence that "JMS updates ensure that the software gets better and better."

What's more, he believes the updates demonstrate clearly that Joinerysoft listens to feedback.

Expansion is definitely on the horizon for Ferguson Joinery.

Shayne concludes, "JMS saves time and has improved our prospects for expanding. It was a big incentive to us that JMS links seamlessly with the SCM Windor range."

However, in growing larger, he is clear, "I don't want to lose the personal touch. JMS makes me more professional and allows me to control my costs. This leaves me free to concentrate on excelling at bespoke joinery."

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Examples of joinery produced by Ferguson Joinery.