JMS Returns Joiners to the Workshop

Inundated with work and spending long hours quoting proved the catalyst that John White, of Mill Road Joinery, needed to choose Joinerysoft's Joinery Management Software. John confirms "I enjoy the hands on joinery, but not the paperwork that goes with it. Now I just put the sizes in, timber species, and design type. At the push of a button it's all done for me. It's easy."

From the building trade originally, until new regulations made the job more difficult, John White, Mill Road Joinery entered the joinery industry due to a shortage of joinery shops in the area. In 2004, renting half a unit from a furniture company I envisioned the business would tick along until retirement. With more and more orders coming in, the business grew beyond my expectations until we outgrew our premises a year ago. My business partner also left, leaving me to run the business alone. The result was overload.

Mill Road Joinery

I was inundated with work. I was spending long hours quoting, and couldn't keep up with all the work. These circumstances proved the catalyst for John contacting Joinerysoft. First seeing JMS demonstrated at Woodmex in 2004, John describes it as "a real eye opener. It was just so easy." John didn't buy JMS straight away though. With equipment still to purchase for his premises, John chose to use one of Joinerysoft's flexible payment options a year later. "Renting is the perfect option for me. It currently suits me better", confirms John.

Joinerysoft's Joinery Management Software (JMS) provides John with quotes, cutting lists, timber and glass order sheets and invoicing, for all aspects of bespoke joinery.

With modules for Casement Windows, Sliding Sash, Doors & Doorframes and Screens, John can tailor the software to suit his business.

Having a demo onsite proved to John he couldn't do without JMS. "JMS saves me hours each week in the office. It has paid for itself – that's how I look at it. I don't mind pricing now. It's so easy. It's just pushing buttons!" John is now able to spend more time in the workshop, getting work out, which he prefers. Door quoting which could take John three hours without JMS now can be completed in just minutes. Training his son, Dan, to take over the business, is easier now with JMS too. If we have any questions, Dan can ring Joinerysoft technical support, friendly staff always talk him through the answer.

Still relying on word of mouth for new work, John relies on the quality of his joinery and professional service to

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recommend him. Winning over 70% of orders with over a third repeat business, John is pleased with the extra professionalism JMS provides. Growing his business, while keeping personally in touch with his joinery team and customers is important to John.

During installation and training, Joinerysoft's installer, a joiner himself, was able to use John's own quotes to train him with real life examples. John comments, "Because Joinerysoft's installer was a joiner I could talk on the same level to him. He knew what he was on about." John who confesses to being nervous when first using JMS, explains, "Anything I'd forgotten during training, quickly came back to me when I started using the system. It was frightening to start, because it was stuff I'd never seen before, but it's like an old friend now."

In the past customers were constantly ringing to chase quotes. Now John can keep on top of the work. JMS is quick enough to be able to quote over the phone where necessary. This has helped John spend more time in the workshop which he prefers.

When John moved into his new premises with three joiners, his overheads had gone up due to extra equipment bought too. "At the start we were more or less breaking even. Now with the pricing confidence I have with JMS, I'm expecting to make money", confirms John. JMS has positively affected his profit margin. John confirms that he has even been able to reduce payment terms with some big customers on the basis that he keeps pricing lean, which has a great effect on his cash flow. "With JMS I never have to question the price. I know it will pay. If someone asks me to reduce the price – I can say NO with confidence that the price is right. JMS allows me to keep my prices competitive, while still making money," confirms John.

John uses JMS cutting lists on the shop floor, a change that could have proved difficult, with joiners of various ages. John explains, "I have one joiner on the shop floor who is 62 years old, he could have been stubborn about change, but there have been no problems with using JMS cutting lists. It feels more professional using JMS."

John has come to expect excellent service from Joinerysoft Support. Joinerysoft's constant development programme, means that John can enjoy more features as they become available within JMS. John comments, "I enjoy learning new features. Joinerysoft support is very good. Friendly staff always answer my questions."

Growing the business from two joiners to five, and now occupying premises four times the size of their original site, John concludes, "JMS has been an absolute life saver to me. I don't know how other companies can do without it."

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