

# JMS Halves Quoting Time

**Ternex Ltd, based in Welwyn, Hertfordshire, has enjoyed the benefits of Joinerysoft's Joinery Management Software (JMS) for 8 months. Allan Barker, Director, claims he wouldn't be without the joinery software now, which has saved 50% of his time.**

Employing 22 people – split between the joinery workshop, saw mill and office – Ternex has an equal mix of trade and domestic customers. Specialising in high class bespoke joinery, they mostly use hardwood species to produce windows, doors, stairs, sliding sash, bars, receptions and machined timber.

Joining the company 26 years ago, Allan Barker has worked his way up the organisation from machinist to Director. Now responsible for the day to day running of the business, including estimating, sales and purchasing materials, he has been amazed at how much time JMS has saved him.

Viewing the software in June 2007, Allan was surprised at how far it had come from its initial launch in 2004. The improvements in the software – including simplicity of use, professional presentation of quotes and added value to customers – instantly convinced him of the benefits to Ternex. He confirms “The whole suite of modules for Casement Windows, Sliding Sash, Doors & Doorframes, Screens and Bill of Materials made JMS a lot more advantageous to us”.



Installed by a joiner, training was tailored to their needs, including off-site training (to avoid phonecalls) followed by on-site set up. Allan explains “The trainer understood the needs of the joinery sector, including the terminology, materials and machining, so he could set-up JMS to our requirements, increasing my confidence in the software”. Confessing to be ‘computer literate’ himself, he doesn’t believe this is a pre-requisite however. “JMS was very easy to pick up compared to other software we’ve had. Even if you are not computer literate it would still be easy to navigate around JMS” he says. “Overall usability of the software is brilliant”.

With JMS Allan can now quote while the customer waits. In the past, reliant on Excel spreadsheets, the final figure relied heavily on

experience. The process from initial enquiry could take up to 48 hours. Now with JMS synchronised on an office desktop and a portable laptop, Allan is able to take JMS to the customer and quote instantly, confident in the knowledge that all prices will be correct. Customers who come in to the office can walk away with a printed quote in their hand. He confirms, “Our customers are so impressed to see the job drawn up in front of their eyes, they rarely disagree with the figures. I get a real buzz out of using JMS because it saves so much time”. He continues, “Printed on our company headed paper JMS provides a

professional image for our company and with full illustrations customers can see exactly what they are going to get. I believe the professional image JMS gives our customers would swing the decision our way compared to an identical quote”.

Allan has deliberately introduced changes slowly to the workshop, waiting for the right time, and needing his joiners to be confident of JMS accuracy. He is convinced that JMS has so much to offer, with customised cutting lists and glass and timber reports, that soon the workshop will be as accurate as JMS.

Now with additional time on his hands, Allan is able to review current practices. He believes the next step is to remove dependence on himself and train up additional personnel to

quote. He believes that JMS will make it easier to train others. Within JMS there are safeguards in place to make sure that prices aren't changed by accident. Whoever quotes will come up with an accurate price, removing the possibility of error.

Allan has already recommended JMS to other local joiners. He says “I have confidence that JMS will give me the right result every time. I know where I stand on any job. I would recommend JMS without a doubt”.

Development Director of Joinerysoft, Dave Turner, comments, “JMS continues to transform joiners' lives, saving time and increasing accuracy. Our current development plan means that JMS will seem as far advanced in four years time, as the software does now from its initial launch four years ago. Anyone who hasn't seen the software recently should take another look”.

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