

JMS Aids Expansion at Ridon Joinery

Southampton based Ridon Joinery, a family owned company, was established in 1977 by Phil and Janet Prewitt. Joined by their son Jason and daughter Keri they offer traditional craftsmanship with cutting edge technology to provide a wide range of services, including shop fitting, kitchens, windows, doors, staircases, bespoke furniture and custom joinery for listed buildings.

Phil is now responsible for the office and Jason heads up the production team. Their philosophy is based on providing solutions for customers, from design of items right through to choice of material and the quality of the finished product.

Describing themselves as a medium sized company, they employ 26 people including joiners, machinists, fitters and admin staff. Phil says, "The software has definitely contributed to us winning work, because it makes us look more professional in our approach to producing the work." Providing a total solution for joinery companies, JMS helps joiners design, quote, produce and invoice bespoke joinery. More than just a pricing package, it provides detailed drawings and specifications for the customer to approve, while production sheets provide drawings and cutting lists for machinists and joiners. JMS generated supplier reports can be faxed straight through to timber merchants or glaziers for each job, or simply used to check stock levels.

Familiar with software, albeit from the plastics industry, Phil was frustrated by it's limitations and inability to design bespoke joinery. Reading about JMS in the trade press, he knew



Phil and Janet Prewitt, with doors made by Ridon Joinery

instantly that this was the way forward. His only concern was how easy it was to use.

Recommendations by other joiners convinced him to have a personal demo and resulted in him purchasing JMS there and then.

The biggest advantage of Joinerysoft, as far as Phil is concerned, is his ability to design windows and doors quickly to customer specifications. Unusual requests or items to match listed buildings are their speciality. JMS quotes provide not only drawings but detailed specifications so customers can clearly see the timber, glass or fittings used before approval. He confirms, "As well as having standard windows and doors within JMS it is the convenience of being able to design my own or what ever the customer wants, that I find most useful." He adds, "Showing a picture of a shaped door or 3D staircase is much easier to explain than verbally or hand drawn."

JMS is capable of creating any joinery item, from casement windows, sliding sash, doors and doorframes, stairs, screens, gates and any other joinery item within Bill of Materials. Within JMS

you can build up your own catalogue of materials, costs, timber and styles, allowing it to be adapted to suit your own needs.

JMS has speeded up work at Ridon Joinery. Phil claims that quoting/estimating is now up to 75% quicker. He says, "Recently in just one morning I priced £600,000 of work for 287 sliding sashes/boxed windows. By hand that would have taken me a week. The job involved matching existing windows in a listed Victorian building over 5 stories tall. With lambs tongue mouldings, circular windows and some windows at two and a half metres tall it was a job that many other companies had refused to quote on."

Despite his lack of experience on computers Phil has found JMS easy to use. He can design a staircase and gothic windows for churches with shaped sashes, fan lights and glazing bars, but admits to still not being able to email!

The team behind JMS at Joinerysoft, employ joiners to both design the programme and also provide technical support. This means that not only is the programme intuitive to

joiners needs, but the terminology is all familiar.

"Receiving two days training with Joinerysoft was very helpful", says Phil, "and the customer service team are always on hand to answer questions no matter how small." He adds, "JMS is such a nice program to use. It doesn't penalise you if you make a mistake. You can't mess it up. If I can use it anyone can." Joinerysoft support also utilises LogMeln software to look at a problem on your computer and either remotely put it right or explain how to do something.

Passing information on to the next generation with Joinerysoft is so much easier. Phil explains, "I put a joiner who had never used joinery software before in front of JMS and showed him what to do. Leaving him for an hour while I attended a client on site, he was able to design a window, door and sash, all without previous experience of JMS."

Phil confirms "Joinerysoft has similar values to ourselves and are very customer orientated. JMS has helped us to grow and taken the stress out of paperwork. I wouldn't be able to cope with all the work on my own in the office if it wasn't for JMS."

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