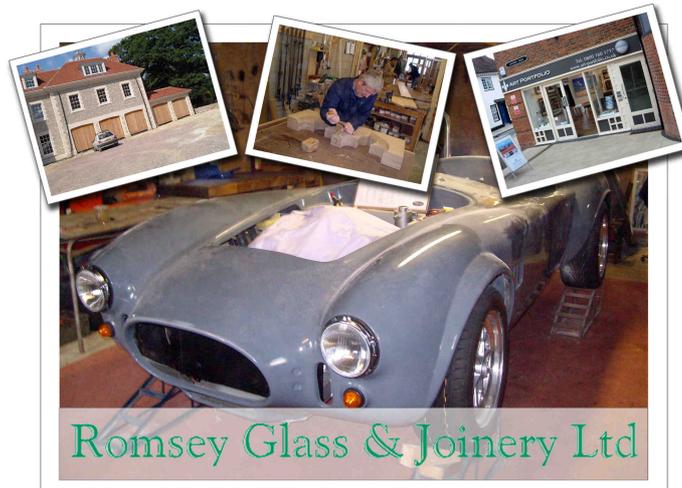


# From paperwork to kit cars: JMS provides more leisure time

Keen to modernise and improve processes at Romsey Glass and Joinery, two years ago Director Paul Harris took time out to investigate the benefits of Joinery Software. Viewing Joinery Management Software (JMS) from Joinerysoft, Paul was taken aback at its flexibility. With a business specialising in bespoke joinery he was amazed that JMS could not only cope with the demands of custom joinery but was also so easy to use.

Hampshire based Romsey Glass & Joinery Ltd started out in 1982 trading from a disused farm building, supplying glass to a few local builders and local residents. Though local support and always putting the customer first they have consistently grown year on year and now turnover £750,000 and employ 11 time served tradesmen. Occupying three separate workshops they undertake all types of bespoke joinery and glazing services, including casement windows, sliding sash, doors, conservatories, barn conversions and stairs. Set up by Mr Phil Harris, Romsey Glass and Joinery is a real family business employing his wife who does the accounts, and two sons in the office.

When son, Paul Harris joined ten years ago his first job was to introduce



computers to the office. Learning the trade on the job he now is responsible for surveying and quoting and is the first point of contact for the customer. Two years ago Paul went on to investigate joinery software to help improve efficiency. After reading a couple of articles in the trade press about Joinerysoft, Paul requested a demonstration at his premises. "My concern was whether the software could handle everything we do, but the demonstration showed me what it was capable of. I liked the flexibility and choice of providing different styles of output." He continues, "The user interface is very simple to understand, even for someone who doesn't have a lot of knowledge about computers. After just half a day of training I was able to create a window on my own."

With most business coming

from existing customers, Paul knows how important it is to keep customers happy. He says, "We get asked to quote on more complicated jobs now because customers know that we can work it out accurately and turn it around quickly. I can now respond to an enquiry in half the amount of time it took previously, and repeat orders can be changed or updated very easily without having to start all over again." Prices, materials and cutting lists are recalculated instantly removing lengthy delays. Paul says, "I believe the software has contributed to me winning orders and I know that I now have accurate and consistent pricing."

Paul has noticed that in the current economy he has received more quotes but converted fewer to orders. He says, "If it wasn't for Joinerysoft I think I would have gone mad by now with the amount of hand written quotes I would have done."

One of the biggest improvements for Paul has been the ability to spend time with his family. He says, "I don't need to work Saturday mornings now and I can be home by 5.30pm most nights to spend a couple of hours with my daughter. I often quote on a laptop in the evening while watching the football. The other night I completed two

quotes for £40,000 worth of work in 2.5 hours. I was then able to email the professional looking quote there and then. Gone are the days of hand written quotes and having to photocopy hand drawn pictures onto headed paper."

Up to 95% of all quotes are now emailed. This not only saves on stamps and headed paper but also speeded up the process with customers able to confirm orders sooner.

With Phil Harris planning to retire Paul has now taken over the production of cutting lists. He says, "My father has been able to reduce his working week from 4 days to 3 days as a result. Now he has time to complete his COBRA kit car and enjoy his garden or playing golf. JMS cutting lists are produced instantly from the quote and accuracy is guaranteed." An added benefit is that JMS has speeded up the turnaround of jobs.

Paul concludes, "My quality of life has improved considerably. Pricing is now consistent and we present a more professional approach to customers. Improved efficiency in costing has given me more time to look at other areas of the business that require attention. I've also just joined a golf club – something I never would have thought possible."

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Joiners from Romsey Glass & Joinery with Phil Harris (far left) and Paul Harris (back right)