

Joinerysoft increases profits for Mark Hill Carpentry

Mark Hill of Mark Hill Carpentry specialises in bespoke carpentry including kitchens, staircases, windows and doors. Based near Horsham in West Sussex, Mark has been involved in joinery since leaving school as an apprentice carpenter to a local joinery firm, before continuing his training to include furniture making. Mark decided to go it alone 8 years ago and now runs a successful and quality bespoke carpentry business and is highly regarded in the area. Realising that his tooling was restricting the amount and type of work he could undertake four years ago Mark invested in top quality machinery from Felder. With space limiting the purchase of additional machinery Mark took the step to investigate software. He says, "Because I do so much bespoke work, I had to have a package that would handle the individual nature of the job. Joinerysoft was a natural choice as it is quite easy to manipulate and you can create bespoke work quickly from a standard template."

Purchasing Joinerysoft's Joinery Management Software (JMS) in November 2009, Mark and father Graham had two days



installation and training before going it alone. Graham, who despite his background in the Aerospace industry rather than joinery, has been able to take over the responsibility for quoting. He says, "JMS is a superb tool for a non CAD user. It allows me to produce very professional documentation where I can have confidence that the pricing is accurate, even down to allowing the correct man hours to set up our machines for the job." Mark adds, "The trainer was a joiner whose experience was useful in explaining how to set up the software. It also helped that the software was written in joinery terminology. The

training gave us a good basis on which to start using JMS with any further questions answered using telephone support. We've always enjoyed good customer service from Joinerysoft." Admitting that quoting was inconsistent before using JMS, Mark says, "I used to hate quoting relying on estimates for material usage and having to work everything out in long hand before typing it out. Quotes were sometimes missed and often late. I now have a higher success rate because quotes are returned punctually and customers can see what they are getting with JMS generating true scale drawings on the

has been confirmed, without any rekeying of information or delay. Even the joiners in the workshop love the software, with each one having their own named cutting list displayed according to their preferences. All reports can be customised so each joiner can see the same job displayed in a way they find easiest to understand. Mark confirms, "The software has the flexibility to adapt to the way we want to work. As we get bigger we can continue to make further changes to our reports."

With time savings in quoting, and halving the speed of work through the workshop, Mark has seen an increase in both orders and profit. "Customers return to us because we offer a quality product and JMS has helped us to grow and more importantly improve our profits," he says. Mark concludes, "JMS has proved the perfect partner, providing flexibility with professionalism and speeding up the quoting process. We have been able to take on more work due to the reduction of time between order confirmation and the finished product." With the workshop currently at full capacity, Marks next step is to expand the workshop with ambitious plans to double the existing size of 1800sq ft. Mark is confident that Joinerysoft is flexible enough to be compatible with his intended expansion.

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quotes too." Mark believes that JMS saves a significant amount of his time – days rather than hours. Responsibility for cutting lists, glass schedules and rod boards have now been delegated to Graham, who is able to print out cutting sheets, setting out sheets, glass and timber requirements as soon as the order