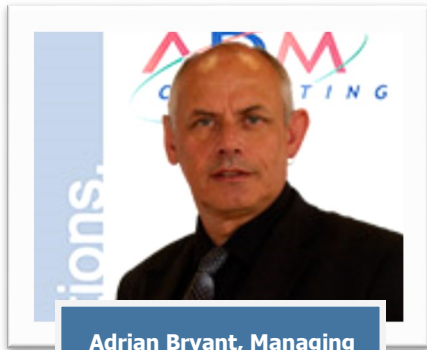




DEANS COMPUTER SERVICES PLC

## “Understand Our Business”



**Adrian Bryant, Managing Director, ADM Computing**

“Dealer CRM gives us exactly what we need for the entire business.”

### ADM Computing

ADM Computing in Kent has been in business for over 29 years, employing 50 staff and generating a turnover of over £4½ million. The company ensures ‘organisations gain the maximum benefits from new technology’, by providing consultancy, design, installation, cloud services and support of IT systems to companies in the South of England.

Since 2009, DCS has been working with Adrian Bryant and his team, initially installing DCS’s Dealer Service Management software and continuing to support the system with upgrades and new features, relevant to their business.

ADM Computing needed a system to be integrated with their accounting software and this was met by Dealer, which is being used by over 30 staff within the company.

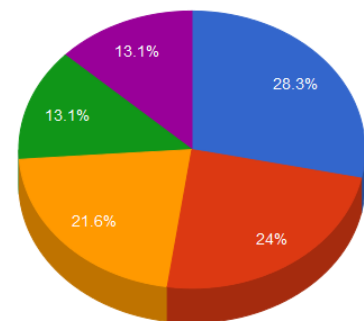


### Why Dealer?

It was vital that the Dealer Service Management integrated with our Opera accounts software. Our team struggled to find software which would meet this need and after a thorough investigation into the marketplace, I realised that DCS and their system was the perfect match. The product literature, on-site demo of the system and references backed this up.

- Dealer integrates with our accounting package, Opera, and offers different benefits to all of our departments.
- Our Administration staff find it easy to use for sales and purchasing, and staff can allocate their time on key tasks rather than day to day routine duties, which can now be automated.
- Our Service team can track contracts more efficiently, and quickly find out which are most profitable and where to focus their time.
- Our Sales team find it easy to use, and can push orders straight through to our accounts system.

Engineer Time Logged Today



- John Smith
- Rosie Shaw
- Barnie Grange
- Dean Yorks
- Rachel Pinetree



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**DEALER**  
SERVICES

### Why DCS?

Adrian reinforced that he “was suitably impressed by the system, and unlike others it did what it said on the tin.”

- DCS understands our business needs, to provide a system which integrates with our current software and systems.
- DCS are very professional and this was reinforced by testimonials, and our external Consultant who originally recommended another system. Even the Microsoft Dynamics reseller preferred DCS’s Dealer system.
- DCS provide an exceptional service, and ongoing support to meet our business needs.

### Benefits and beyond

- Reduced paperwork and saves on day-to-day routine administrative tasks. The system has streamlined the company, with improved structured processes and procedures.
- Increased efficiency: the service management team can track profitable business, which allows the company to focus on key companies to maximise return.
- Supported ISO9001 accreditation: the system provided a full audit trail, with action and process codes which impressed the ‘Auditor’ to quickly review their sales processes.



**“Dealer was crucial to us acquiring our ISO9001, and the Auditor was very impressed with it too. We would have struggled to achieve this accreditation without the system, and it saved us time”**

**ADM Computing**



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