

Rubbarite Testimonial Sage ACT 2009 introduction.

26th May 2010

By David O'Donnell – Managing Director Rubbarite Ltd.

Background.

Rubbarite identified that they needed a CRM (customer relationship management) solution within their IT systems to increase their own internal office efficiency and their marketing effectiveness to attract new customers and get more from existing relationships with clients and suppliers. We needed to improve the way the office used our IT systems in conjunction with our Sage Software.

1st Computer Consultancy was our long term IT provider introducing Pegasus Software in the early days and moving over to Sage some 7 years or so ago, currently use Sage Accounts version 2008 and Payroll 2009.

Currently we use most of the Sage Accounts software's features including Sales and Purchase Order processing, Sales Invoicing, Purchase ledger and Nominal ledgers.

ACT Decision.

As an existing Sage 50 Accounts software and Payroll user, ACT software by Sage seemed to be the natural choice that would integrate with our existing package, to retain and share information between the two systems save time errors.

The ACT program was demonstrated by 1st Computer Consultancy to the Directors and Office management. An ACT Database had been created roughly to show how it would work at our company.

Having seen the demonstration, been pleased at what we saw and how it would benefit the company, we decided to move forward with the implementation of ACT.

ACT Installation.

Over a period of weeks Garry Henwood from 1st Computer Consultancy spent some time with staff going through their requirements and at the same time showing features of the product.

The beauty we find with ACT is that it can be designed to our business and user needs.

After two months of having had the product designed we now have a live system. Over this period users were trained in its use and features.

We managed to import our Sage Customers and Suppliers as contacts as part of the setup.

We love the shared calendar feature allowing us to view diaries and appointments.

One of the main benefits of ACT is its integration with Outlook, all our users have Office 2007 and this allows emails and Contacts to be added seamlessly in addition to docs and files being attached.

Another bonus is the Synchronization process, Chris in sales can take his laptop home and any appointments and emails can be synchronized back to the Server.

We have been pleased with ACT and the service from 1st Computer Consultancy and still have the potential to use more of ACT in the way of quotations, reports, letters and analysis of our ACT database.