

Customer case studies

Storage Planning & Sales (SPS)

Since 1978, SPS has evolved from a distribution company providing storage products to local businesses to a fully fledged supplier and installer of commercial storage products and turnkey office interior solutions. The company manages its client base from its Belfast office, which includes customers from all over Ireland, the UK and further afield.

“What has impressed me, more than any other system I’ve experienced, is Dimensions’ reliability. The system hasn’t crashed once in over two years!”

Alan Braiden
Company Accountant



Industry	Distribution
Geographic	Belfast
Employees	15
Solution	Dimensions
Modules	Core ledgers Nominal ledger Sales order processing & invoicing Purchase order processing Credit control Stock control Sub-analysis BoM CRM

First steps

Users of Access Dimensions since 1997, SPS has seen rapid growth and change since implementing its business system. Initially brought in to replace the cumbersome manual method of bookkeeping with a computerised accounting system, Dimensions provided the visibility SPS needed to deliver its core storage portfolio such as shelving, racking, mezzanine floors and lockers.

Moving on

In 1993, a new division was added to the company portfolio - SPS Catalogue. Featuring a wide range of popular storage products such as steps, signs and pallet trucks, Dimensions continued to support the company’s growing range. Powerful sub-analysis for example enables any item to be classified according to SPS’ preferred terminology, making it easy to deliver on a constant stream of orders.

A new chapter

Ten years later, and SPS saw the most significant change in its history. In 2003, Ron Hogg joined the business, bringing his 35 years’ expertise of commercial interior design to form a new division, SPS Interiors. In 2006, he was joined by fellow Director Colin Reid. Together, they bought SPS from its current owner and worked to take the business forward.

“This is where I came in” says Alan. “If this new venture was to be a success, not just in terms of its traditional distribution function, but as experts in the end-to-end process of design, supply and fit-out, then we needed to be confident that the business system was producing the level of management information that was required.” Alan then set about reviewing the Access Dimensions system.



Stock check

The first area to pass scrutiny was stock control, which Alan says “works very well.” Fully integrated to the core ledgers, the system allows a smooth end-to-end process from initial order through to pick, pack and assembly. Orders placed within the storage division are easily tracked using Dimensions’ SOP functionality and upon installation, delivery notes are fed through for invoicing and ultimately credit control. All this takes place with no duplication of data – and minimum effort. “Obviously getting the right products to the customer is key, both in terms of service and our profit margins,” Alan comments. “Some of our product lines involve complex component builds, but Dimensions is clear and easy to use, so the guys in the warehouse can be confident when they pick the goods for assembly and prepare for final installation on the customer’s premises.”

Reporting & visibility

“From an accountant’s viewpoint, I can always get the information I need,” Alan continues. “I can be completely confident that our management accounts will be ready before the monthly meeting and the quality of information enables us to make good decisions in all areas of the business. For example, most of our stock is delivered in bulk from the UK with the corresponding transport costs. Getting it wrong could severely impact upon our margin, but we’ve all the information we need in order to optimise our stock and order at the right time.”

What’s more, good reporting ensures that orders aren’t held up while suppliers wait to be paid. Alan can see all invoices that are outstanding and automates payment to suppliers by BACS transmission – a secure method preferred by suppliers.

Support and stability

Alan is also keen to praise the support he has received from Access Ireland.

“The team has looked after me well and the telephone support is particularly good. I find it a comfort knowing that there’s an expert at the end of the phone to talk me through any problems I have.” From a user point of view, Dimensions gets the thumbs up too. “What has impressed me, more than any other system I’ve experienced, is Dimensions’ reliability. The system hasn’t crashed once in over two years!”

Moving on

Having established a loyal customer base and installed projects for prestigious names such as Grant Thornton, BMW and John Sisk Ltd, what next for this ambitious company? Alan’s keen to keep pushing Dimensions’ capabilities and has already scheduled in an upgrade to include Access CRM. “Our client base consists of cutting-edge businesses who want the very best in storage and interior design. With more targeted marketing, we can keep them up-to-date with the very latest products and drive interest in the most relevant areas within our product range. With CRM, we’ll have a much better understanding not only of our existing customers’ needs but of our prospects too.”

Key benefits

- **Stability** – Dimensions’ SQL platform has ensured system hasn’t crashed once in over two years
- **Flexibility** – cost-effective report writing enables visibility into specific areas of the business
- **Security** – user privileges are easy to define by user and by role
- **Flexibility** – modular system enables functionality to be added as needs evolve, e.g. CRM
- **Ease of use** – an intuitive look and feel enables a cost-effective ‘train the trainer’ approach in all areas of the business
- **Better supplier management** – visibility of debtors and creditors, coupled with automated BACS payment, ensures key suppliers are paid within terms

- **Cost effective delivery** – reports draw information from open orders, purchase orders, stock, etc, enabling stock optimisation and cost-effective decisions on bulk ordering

Who we are

Access will give you the advice, tools and clarity you need to make effective decisions, quickly and with certainty.

As both a business-focused consultancy and a specialist software developer, we combine our innovative software with practical experience to deliver a solution that’s exactly right for you and your business.

You can rely on us to provide you with a solution that’s simple, proven and relevant to your company. We have over fifteen years’ experience of developing software here in Ireland and our regional consultants have tailored and implemented this software all over Ireland and the UK. The expertise we’ve gained gives us an unbeatable ability to accurately assess your needs and deliver maximum impact with ease and confidence.

We believe your solution must be ready for the future, as well as right for today. Because your business will constantly evolve, we provide a software solution that grows with you. Our modular software covers a complete range of business, financial and administration processes and can be flexed to give you the precise view of your business that you need at any time.

Our supportive consultants combine their first-class software expertise with in-depth industry knowledge to constantly improve and simplify your business processes so that your solution delivers maximum value and a continual return on investment.

With Access, you can be sure you’ve got the clarity you need to reach your business goals.

Further information

For further information on this, or any other Access case studies, please telephone us on +353 (1) 885 5577, email case-studies@theaccessgroup.com or, alternatively, visit www.theaccessgroup.com/downloads/case-studies.aspx