

Sage Line 50 Case Study: Chem-Dry Ireland Ltd



“We believe that Sage will still be a well supported programme for many years to come and will continue to incorporate improvements well in advance of our requirements.”

Brian Claney,
Director, Chem-Dry Ireland Ltd

Profile

Chem-Dry is a worldwide research and development based franchise network, headquartered in Utah, USA. It is the master franchise license holder for Chem-Dry Carpet and Fabric care in the Republic of Ireland. Their first Irish franchise was set up in 1989, Brian Claney explained, “We have established a network of 36 franchises country wide and are now the largest cleaning franchise in Ireland. As the master franchise, we have experienced year on year growth and each franchise has also enjoyed growth every year in their local area.

To assist them with their accounts Chem-Dry chose the Sage Line 50 package. Sage Line 50 is an ideal package for small to medium sized businesses, as it is easy to use and has an excellent support system. Brian said: “The Sage product was suggested to us by a computer equipment supplier, at a time when we, as a company, were not at all knowledgeable about computerised accounting software. Having experienced other software being badly supported or too slow to incorporate important updates, we feel that we have been very fortunate to have been guided towards the Sage product.”



active support for business

“The introduction of the European Single Currency means that businesses who are both trading as a euro member or with a non euro member must ensure that their accounting package has the ability to deal with the added pressure of the new currency. Brian said, “Sage has always been pro-active in anticipating advances, so that we have effortlessly flowed from DOS to Windows, through Y2K compliance and now into euro conversion.”

Sage Line 50 has many useful features that benefit firms by assisting them in their accounts. Brian explained which Sage products he uses and which ones he finds most useful: “I use service and product invoices, process stock receipts, returns and tracking. All of our supplier payments, customer receipts and bank account activities are performed using Sage.” He goes on to say: “Certain aspects of the package have proven to be invaluable. For example, we find the product search by number or description very useful as are supplier and product activity reports, bill of materials structures and stock adjustment facilities.”

Over the years Brian has experienced other well known accounting software packages and, although they are less costly than Sage products, they lack the extensive range of facilities, the ease of use and the almost open-ended expansion and development capabilities of Sage Line 50. Brian says: “We believe that Sage will still be a well supported programme for many years to come and will continue to incorporate improvements well in advance of our requirements. We believe that the Sage product and service is a solid, dependable platform for developing any small to medium sized business”

Brian also took out SageCover. SageCover is a comprehensive support service designed to ensure that your Sage software provides the level of service that you require as well as give you peace of mind. It ensures that you always have someone to turn to with the help and advice you need to get the most out of your software. Brian explained why he decided to take out SageCover: “Since we do not employ a software expert, we feel very comfortable and safe in the knowledge that the Sage team of experts are no more than a phone call away. The helpline has already proved to be extremely helpful and totally committed to resolving any minor problems that we ourselves have caused.” He continued: “More importantly, unlike any other software helpline we have experienced, they are almost immediately accessible and are prepared to go to great lengths to ensure that we have a successful resolution.”

Finally, Brian concluded about his future plans for Chem-Dry: “I want Chem-Dry to grow to a network of 56 franchises country-wide, to support the franchises with continued research and development, training, and to expand and develop national accounts for our network. Our objective is to ensure that Chem-Dry remains the number one carpet and upholstery, cleaning and protection company in Ireland.”