

Sage Line 100 And MMS Support Services | Grolman Group

The Client

Grolman Group established in 1855, are a leading European distributor of speciality chemicals. Based in Germany with offices throughout Europe the company boasts an impressive portfolio of products distributed to a broad spectrum of sectors inclusive of coatings, adhesives, sealants, rubber and plastics markets. The UK operation employs 14 staff, and turns over £5m per annum.

The Issue

Grolman previously used Sage Line 100 but were unhappy with the level of support provided by their previous software supplier. In addition, as an organisation, they felt it was an appropriate time to upgrade their system to a solution which facilitated more complex functionality, for example, multi currency transactions and bespoke report writing capabilities. Furthermore, any new system needed to be capable of interfacing with the bespoke German parent system to facilitate consistent pan European reporting across the Group.

The Solution

Grolman Group appointed Prosys Computing to take over the maintenance and support of their existing Sage Line 100 systems from the original supplier. Initially the Line 100 system was amended to create the bespoke interface to the Germany based system which feeds invoicing data back to the parent company on a daily basis. Prosys implemented the system rapidly resulting in minimal disruption to business continuity, and in addition developed and delivered a bespoke training package for the specific modules which the company uses.

Subsequently, Prosys Computing have successfully upgraded the system from Line 100 to Sage MMS having re developed the German system interface for MMS. Again, this process was undertaken with the minimum of disruption.



The Benefits

In terms of functionality, Grolman find MMS more sophisticated than Line 100, and are impressed with the reporting functionality which they believe provides a high degree of customisation yet is simple to use. Grolman plan to work with Prosys over the coming months to develop a number of tailored reports to augment the suite of management information they already possess through MMS.

The most important benefit however to Grolman in terms of working alongside Prosys is the service aspect of the relationship, now having a supplier who is knowledgeable, reliable and available to respond quickly to queries.

Testimonial

David Taylor, Managing Director of the UK operation, praised the Prosys team, stating that the implementation went very smoothly. "Having been let down by our previous company, the service aspect of the software supplier relationship was most important to us in the purchasing decision. As promised, Prosys have always delivered on time and have consistently exceeded our expectations – basically, they "do what they say on the tin!"

