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## Testimonial

“Just a short letter to show our appreciation for all the hard work your company has contributed towards the implementation of our Portable barcode scanning system. Your team have provided excellent support during the post installation period and the system has exceeded our expectations. I would have no hesitation in recommending your company to any of our clients or other neighbouring companies.”

“Darren Almond, Partner, B&J Supplies



# CSM+ Case Study

## COMPANY BACKGROUND

B & J Supplies are a wholesaler of toiletries, household cleaning products and pharmaceutical products, established for over 30 years they export to customers all over the world.

## THE KEY SOLUTION

B & J Supplies started using CSM+ electronic order pads. These hand held devices store all the B & J customer and stock data, enabling the mobile sales force and in house staff to either scan product bar codes or pick up the items from the stock list to quickly complete customer orders.

In the mobile sales scenario, once the order has been taken, it can be printed off via an infrared connection to a small printer and a copy left with the customer for their records. Orders taken throughout the day are stored on the CSM+ device then downloaded and sent directly to Sage Line 50 on a daily basis.

## RESULTS

CSM+ electronic order pads enable products to be scanned or searched for and selected quickly and effectively without the need for catalogues or additional materials, saving time and cost.

Historical customer account data is at hand to quickly re-order and help sales staff identify opportunities to sell other products.

Data is only keyed in once & is checked at the time with the customer, this means less errors, correct deliveries, efficiency and happy customers.

Field based sales teams take less time to complete sales orders. More sales visits can be made in a week, resulting in more sales activity that has helped to boost sales.

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