

DIAMOND PRINT SERVICES INVEST IN MIS FROM SHUTTLEWORTH

Diamond Print Services are one of the UK's leading book binders and print finishers. Located in Enfield London their combination of unrivalled know-how and state of the art equipment means they are able to offer the best post-press services in the industry. With a turnover of 5 million and 62 staff they are one of the largest and specialised finishing companies in the UK.

Diamond Print Services had been considering investing in a Management Information System (MIS) to help control and increase of host of production and customer efficiencies.

After considering five different providers they decided to invest in a full MIS, from the UK's most respected MIS provider Shuttleworth Business Systems.

Peter Wight, Director of Diamond Print Services explained why they chose Shuttleworth, "Diamond required a provider who was big enough to have the technical competence to support our specialised requirements but was also a company with a similar personable mindset.

Being a large and complex organisation meant that it was vital that our MIS partner really took the time to understand our unique needs. We have been delighted with Shuttleworth's approach and their genuine interest in Diamond".

Diamond creates over 100 estimates each working day so Shuttleworth's Customer Relationship Module (CRM), incorporating estimating, was the first packages to be installed.

Diamond required more functionality for their estimating module than a conventional printer because of their complex finishing requirements. Shuttleworth was able to customise and evolve Diamond's estimating templates to incorporate comprehensive finishing details and calculations.

They even changed the layout and terminology to fit Diamonds exact requirements making the whole process of estimating much quicker and easier to do. "Just about anyone can access and produce estimates with the click of a few



buttons even for the more complex work", explains Wight.

Diamond uses the full range of Shuttleworth's CRM Costing, Invoice and Purchasing Modules. "We are able to generate and create data for Diamond helping us to control direct job and independent stock related



CASE STUDY



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purchasing. All of the documentation is produced via our SAGE links helping us to monitor records and control buying in a more professional manner".

Diamond is also making the most of Shuttleworth's latest commercial release, Version 5, introduced in Oct 2011.

Version 5 has a completely redesigned user interface that gives a more adaptable and interactive front end to the MIS system. It incorporates a Microsoft Window type appearance which provides many benefits to ease of use including multiple tabs which can be opened up simultaneously, and click and drag functionality.

Wight added, "the graphics can be customised for each individual making them even more user friendly and intuitive. The results have enabled us at Diamond to navigate around the system and move from field to field much more efficiently and with greater ease."

In summary

"In order for our business to thrive and grow we needed an accurate MIS. To compete in today's market we had to be quicker, more efficient and able to see exactly how the business is performing.

The Shuttleworth System does this for us, providing us with information required to look at everything from patterns of conversion to the way we service and respond to our customers.

It speeds up our processes, reduces waste and produces a full flow of paperwork through the system.

Diamond has already seen the real benefits a good MIS can provide and we are looking forward to working with Shuttleworth in 2012 turning the further potential of the system into even more exciting developments." concluded

“We are able to generate and create data for Diamond helping us to control direct job and independent stock related purchasing”



*Peter Wight
Director*

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