



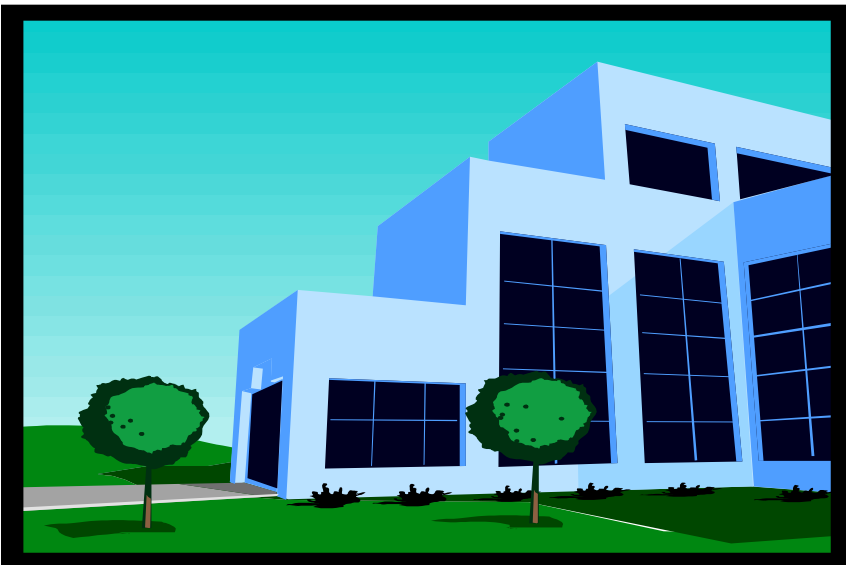
## B L COMPUTER SERVICES



The Computer System for the Bearings, Power Transmission and Seals Industries

# On The Move

*We are delighted to announce that we are moving to new offices. Our modern, larger premises will give us much improved Training and Demonstration facilities, whilst we remain in easy reach of the motorway network.*



*We will be operating from our new address from Monday, 28th July 2003 with new telephone and fax numbers. Email and Web-site addresses remain unchanged. Our new details can be found at the foot of this newsletter.*

### *Software Support Questionnaire*

Thank you very much to all our users who took the time and trouble to complete our recent Software Support Questionnaire. We cannot improve our service unless we know our shortcomings and we have taken all of your comments very seriously. For the record, the result of the 'How would you rate the overall level of customer support?' was:

Excellent	- 57%	Very Good	- 36%	Fair	- 7%
Unsatisfactory	- 0%	Poor	- 0%		

We are now hard at work on that 7%!

### *MAP4 NEWS BRIEFS*

Some recent MAP4 enhancements and modifications which we hope you find of interest.

#### *Invoice Archive Report Generator*

This new Report Generator has been added to the Transaction Reports sub-menu of the Sales Ledger. It will enable you to produce reports and data export files from the Invoice and Credit Note Archive Files, containing data such as Customer Name, Stock Reference, Quantity, Value, Delivery Address, Order Number, Invoice Number etc. It could be particularly useful for producing mailing lists (using the Delivery Address for Cash customers) selected by Product Type eg create a file of names and delivery addresses of all customers who have bought pulleys in the last two years. This file could then be mail merged with a standard promotional letter.

#### *User Enhancements*

We recently asked our users if there were any specific MAP4 improvements they would like to see. Whilst there weren't too many (which we took as a compliment), these have been implemented in Level 36 of the software.

## MAP4 USER PROFILE A CASE HISTORY



*Rochester Branch*

It was back in 1995 that we first came into contact with Kent Bearings. They were getting frustrated with the lack of sales information available from their Sage system, and had heard about MAP4 from several contacts within the Bearings Industry. As a result, we were invited to demonstrate our software to them, which we duly did at their Head Office in Ashford.

That was the last we saw or heard of them until 5 years later.

We then received a request from them to have another look at MAP4. The difference this time was that the company had grown considerably, and the problems they had been experiencing in 1995 were now much more acute and had far greater consequences for the continued expansion of the company.

It transpired that Kent Bearings had installed a Foxpro Database system in the intervening years, written and installed by a family friend. This, in turn, had not been the answer to all of their problems, and they subsequently opted for the market leader in the industry, MAP4.

But the story had begun 12 years previously, when Martin Bennett and Stuart Parker decided to leave Mecro and, like many others, start up on their own. An 8' x 10' office near Ashford Airport was their first home, with a move to larger premises coming 2 years later.

Expansion continued when they acquired BT Express in Whitstable in 1993. This was followed in 1996 with the opening of a branch in Hastings and in 1999 the relocation of their Head Office and branch in Ashford. Yet another new branch was opened in Rochester in 2000, and the recent purchase of BG Engineering, of Staplehurst, and its relocation to Ashford completes the story.

An impressive growth, but one that could only have been achieved with the right administrative set-up to support it. Which is where MAP4 came in!

“Our previous system was struggling to cope with the volumes that our four branches were achieving” says Martin, “and we weren’t able to rely on the information it was giving us. We knew we had to do something, and we had been impressed with MAP4 when we looked at it in 1995. BLCS demonstrated the system again to all our branch managers and assistant managers, and the decision was unanimous.”

The Head Office and Ashford branch system was installed and Kent Bearings went live in December 2000. There was no necessity for the other branches to be constantly on-line to Head Office, and each of them operate their own MAP4 Server. This provides a greater level of resilience in the event of hardware failure, and saves huge amounts of money on dedicated communication links.

Invoice data from the branches is electronically transmitted to Head Office on a daily basis and each branches stock profile is also electronically transmitted to every other branch, although in this case a weekly update is considered sufficient. This provides the sales staff with instant access to stock levels at all the branches with one screen enquiry.

**KENT**



**BEARINGS**

Has the system been a success and are Kent Bearings happy with it?

“In our business we firmly believe in high standards and our aim is to never let anyone down” says Martin. “MAP4 has helped us enormously in both respects. It never goes wrong and if we ever need any help, BLCS are always there. Happy? We’re absolutely delighted!”



*Ashford Branch*