

Ramtac Computer Systems Move to New Premises

Suppliers of business computer systems to SME s in the distribution industry, Ramtac Computer Systems Ltd completed a total premises move in the early part of 2010.

They bought and completely refitted R & R House to the highest standards; it is almost directly across from Peacock House where they were for the previous 11 years in Northbridge Road in Berkhamsted, Herts.

Despite the recession they have taken on some 270 new customers - including some major companies - in the last 5 years.

The software Ramtac supply is an accounts and business management package designed for the distribution industry – companies who buy stock and sell on goods.

Over the years this has become strongly biased towards the building supply chain – which includes timber, roofing and builders merchants, plumbing and bathrooms, electrical wholesaling, both tile retailers and wholesalers and many others.

The new premises have had to accommodate fast growing sales and marketing, customer training and in-house support, programming and administration departments.

“We had completely outgrown our old premises”, says Software Support Manager Gary Mason, “we needed more customer training rooms, additional space for our expanding engineering department, and our staff numbers had grown to some 35 people with a plan for over 40 before the year end”.

The extra customer training rooms are essential because the Microsoft Windows based computer world has changed over the last several years. Software such as Intact can help customers dramatically to grow their businesses with finger control and information and generating greater profits. There are many extra modules that use the latest technology such as integrated web trading and electronic data interchange.

With this in mind, instead of setting up new customers only with their basic needs and never encouraging or striving for system growth, Ramtac have created comprehensive customer development programs whereby they carry out low cost extra training on a phased basis. Because of this users develop both their system usage, make their companies highly competitive and get full value from their original investment.

The premises now comprise nearly 5000 square feet on three floors with over 30 car parking spaces – a large car park is a rare treasure in these days; the facility backs onto a stretch of the 200 year old Grand Union canal.

In the summer they developed the garden under the willow trees between the car park and the canal with decking and a lawn to enhance the location and to provide a lunchtime picnicking area for staff and visiting customers and prospects in the fine weather.

Ramtac constantly enhance the software and update their user base with the latest releases some 3 or 4 times a year. There is only 1 version of the software, and again, customer training is available for more comprehensive releases.

Ramtac's sales manager, Mark Gurney, "We are delighted with our facilities and the fact we stayed in Berkhamsted, because we are handy for London and all the major motorways – it is so easy for our customer base to visit us for meetings and additional training and for us to see them."