

Newsletter - Autumn 2010



New Premises

R & R House is proving to be very popular; existing customers are using it for additional training and for detailed introduction to new or revised modules. Prospective customers are enjoying the fully fitted meeting rooms for sales presentations and the opportunity to meet the managers of support, training and programming to feel comfortable with Ramtac.

Customer Support

We resolve the great majority of support calls from our 270 customers on the same day. However we are always looking to improve our service and have introduced a procedure whereby we E-mail daily any customers whose issues have not been resolved on the day they have been raised. This ensures that they know we have not inadvertently closed them and that we are aware that they need swift resolution.

We have also set up a streamlined procedure to upgrade our ever-growing user base to the latest software releases. We are listing major developments in Monday E-mails and scheduling the releases against customer priorities.

Electronic Data Interchange



Freeway are the leading UK exponents of EDI and after having successfully worked with them on interfaces to many major corporations we have made a contractual arrangement with them. So far we have eliminated paper and set up computer to computer links in purchase orders, acknowledgements and sales invoices. This facility can be very useful for buying groups and regular dealings with major companies.

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Timber Merchants

Much effort has been made into further developments of the Timber module both by Intact and by Ramtac's programming team working together.

The results have been new orders from a number of Timber merchants and the system enhancement of relevant existing customers.



Gerry Barton of Chiltern Timber in Hemel Hempstead is well known in the timber industry and runs a highly professional and competitive company. He has recently installed the Intact Software to help him to grow his company with control and information.

More New Orders and Go Lives

In our last Newsletter we talked of orders from the fastening industry. One such new customer is Samac Fixings of Wickford who are also a high profile company.

Planned 'Go Lives' in the near future, include publicly listed TEC Distributors also in Essex, who are incorporating a fully trading website into their system.

Software Developments

Most customers are still digesting the major April release but will still welcome further action in the Customer Relationship manager. Now you can schedule tasks plus a series of actions and also a new complaints tab for highlighting this possibly serious area – especially important for companies with ISO accreditation.

We have been asked for an E-Bay trading module, which will be welcomed by quite a few customers. It should be completed before the end of the year. Details in the next Newsletter.