

**Newsletter for Distributors, Merchants
and Wholesalers**



Ramtac on the move

We have bought some office/engineering premises literally across the road from Peacock House here in Berkhamsted.

It is a substantial free standing building spread across 2 floors with a large car-park and after we have refitted and renovated it we plan to move in January 2010.

As we have grown so dramatically especially over the last 6 years, we have run out of contiguous space and have had to spread our people out too much; we have also needed more space for training for new staff and customers — we sometimes get 3 parties a day visiting us these days!

The extra space will give Gavin Gordon, our engineering manager, an opportunity to develop the customer network support and maintenance service that he and his team have supplied for some years now.

VO9 Courses

Whilst we issue 3-4 new versions of the Intact software every year, some releases are very significant. One such has been VO9 which has so much additional management help and information with the imanager, smart tags, in-vision, drag & drop pivot tables, the 'minuses' in the Datadrill and others that a lot of customers would like some help to make full use of it.

With this in mind, we are running a number of customer training courses and will advise all customers directly.

Extra Programming Developments

We have now made nearly 700 developments to Intact since first we worked with Ireland. So many are extending a module or a feature to help our customers be more effective. These are recent changes that are significant:-

- Timber – the timber module is now rewritten to extend its capabilities in line with timber suppliers' requests.
- Additional Searching – we have introduced a new incremental product search into Intact to help identify a number of products that will fit requested criteria. It works in the same way as a Google search and should be of great help in the high speed satisfying of your customers' enquiries and building orders.
- Buying for Stock – it is easy to over complicate buying, but new features identify best price suppliers by product and give simple on-screen usage history with drill down and make the buying ideal for most wholesalers and retailers.

Order Book

As suppliers to SMEs we see ourselves as a good barometer for the economy. As such in the last 3 months our customer base has placed a large number of systems development add-ons and we have booked over 25 new business orders in what is normally a quiet period. Good news indeed!

One of these orders is from the largest lamp supplier in the UK, MGC lamps in Ipswich, who have an extraordinarily busy sales department selling into both home and export markets.



Another new customer is A to Z Catering Supplies Ltd who are based in Hornsey in North London. They have the most extensive product range of food, beverages, catering equipment and packaging imaginable, with deliveries by some 30 vans.

