

## Templegate Electrical Supplies

There is no substitute for experience in electrical wholesaling, and when Glyn Bailey and Nigel Firmin started Templegate in August 2000 they were able to recruit high quality staff on the strength of their long standing reputations.

Starting with 12 people in total, as they approach the company's 10<sup>th</sup> anniversary, they now have some 35 staff and are nearing £10 million turnover - a most impressive achievement.

The company's operation is based on a combination of top quality service and comprehensive stock levels of nearly £1.5 million.

The trade counter in Mead Street has good parking and needs it, as it is extremely busy through the day; sales are dramatically augmented by a telephone sales operation and large on-going contracts, making Templegate the largest electrical wholesaler in the Bristol area.

All of this needed an equally competent computer system and in 2006 Glyn ordered the Intact management and accounts software system from Ramtac Computers in Berkhamsted. Ian Dyer the IT manager, "We studied the market and bought Intact as the best product - we were also impressed with Ramtac's competence and caring attitude."

Templegate use the windows based system very well in every aspect of running their business, especially in controlling margins, offering the best deals with detailed pricing structures and comprehensive rebate arrangements.

There is no resting on their laurels, however, and Glyn Bailey, Nigel Firmin and their team are now planning to open a new branch in the near future. At the same time, confident in their partnership with Ramtac, they also plan to extend their use of the computer system with paperless techniques and computerised control of their 7 delivery vehicles.



Ian Dyer after a conversation with a prospective Ramtac customer: -

"I pointed out some of the features I find helpful. I said Intact has helped me to free up some time, and where I used to work late every evening and work every weekend, now I don't have to despite our sales growing considerably and still having the same number of staff.

I pushed the suggested automated purchasing for stock facility. At the moment they do all their purchasing manually, which is very time consuming. I told him we have way over £1 million of stock and I raise all the purchase orders weekly in about 20 minutes for the lot, which we then quickly review.

He asked about problems we may have had at the start and I said I know there were some, but I can't remember what they were now, so they couldn't have been that bad.

The system has evolved a lot in the last few years since we started and I know it will continue to do so."