

DMC Case Study:

Optical Record Systems



Business Growth Solutions

Product: Sage 200 **Number of seats: 4**

Optical Record Systems (ORS) are the leaders in document management services - ORS was established in 1988 to provide a professional, confidential and totally secure Document Imaging Service. ORS provides both large archive and business critical daily imaging solutions that meet business need and business budget by offering the following services: Scanning, facilities management, software and consultancy.

With the growing trend towards the paperless office, document management services are clearly something we're going to be hearing more about. And a digital imaging service that's experienced unprecedented growth in recent years is Hampshire-based Optical Record Systems.

ORS's IT Manager, Nick Cazeaux, gives me a brief overview of what the company does. "We provide a professional, confidential and totally secure document imaging service mainly to military, local government and commercial customers. Essentially we offer a digital way to archive and store documents that would previously have taken up valuable office space."

Recently the company has expanded its product portfolio to exploit new market opportunities and this has led to an increase in its client base. Of course an increase in customers means an increase in billing. So streamlining this particular aspect of their operations was high on the agenda.

Sage 200; the ideal solution

Nick explains that ORS have had Sage accounting software in various guises for some years. They also use ACT! for their CRM.

"We had Sage MMS v3 until recently and before that we had Sage Line 50", he remembers. "But when we heard that the new Sage MMS version 3.5 included SQL capability and would integrate easily with our other software, we were keen to upgrade. We took the next step and moved to Sage 200 v4.0 in May 2007.



From the start, Sage 200 seems to have fit the bill perfectly. "Yes, it's streamlined our billing processes admirably", says Nick. "We've got our own in-house software for managing all the jobs that go through and we needed to be able to integrate into that so we could do billing directly from that system. By having access to the SQL server and the whole database we're able to do this."

So Sage has grown organically with the business? "It certainly has", Nick says. "I'm not entirely sure when we first installed it as I've only been with the company one year. We were on, I think, version 8.2 for quite a long time, then we upgraded to version 11 just before going to Sage 200."

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It's not just Sage that seems to be part of the furniture at ORS. "I believe we've always sourced Sage through DMC", he continues. "I know that when I came to the company they'd been using DMC for some time."

Firm friends then? "We get on very well. DMC are always quick to respond by email or by phone whether it's a support issue or getting quotes. Yes, they've been very good."

So how did the staff take to Sage 200?

"DMC sent a training specialist to get everyone up to speed with the new application. From my point of view, the technical side, there were a fair number of changes compared with our original Sage line 50 system. But for our accountants it was just a case of getting to grips with the new features.

"What we had here with Sage 200 was a full accounting package and obviously we wanted to get the best from it. But just a couple of days' training and everyone was absolutely fine."

Every now and again, ORS contact DMC for telephone support. "We just want to make sure we're doing it correctly!" he laughs.

"It's just a much more advanced package"

Talking to Nick, you really do get the impression that Sage, with DMC, has always been very much part ORS. He's extremely relaxed about everything and also eager to emphasise the new features his company is enjoying with Sage 200.

"Before, we couldn't integrate properly with the Sage because it had its own internal database. But being able to see what's actually in the database has enabled us to integrate our system with Sage. There are a lot more features, but you'd expect that - it's just a much more advanced package with a lot more functionality!"

A final word? "At the moment we're mainly using the Sales Order Processing feature but we want to get everyone using the Purchase Order processing part of it as well. We're gradually using more and more of the features and our staff seem happy to embrace them I'm delighted to say."

For more information please call us on 01733 362120

DMC Software is one of the UK's leading Sage Business Partners. Specialising in CRM, Accountancy Software and fully integrated business suites, DMC Software can provide the software to quickly improve your business efficiency. DMC has won numerous customer service awards including the ACT! business partner of the year (2002-2007) and the SalesLogix business partner of the year. DMC is part of the Sage Circle of Excellence.