![sharp aX Computer Systems — Integrated accounting stock control software & website systems for trading companies](logo)

M&S Distributers Ltd

When you examine the reason for consistent success in most companies, the outstanding quality seems to be a concern and an interest in their customers, large and small, and throughout the company a desire to offer very good service.

This was the determined aim of Ron Slater and George Mordue when they started M&S Distributors in 1982 to stock and sell fixings and fasteners.

They had been sales reps in that business working for a major company when they identified an untapped marketplace which they saw as the lack of interest in smaller accounts, i.e. those worth less then £2000 per annum.

They worked 7 days a week and after 9 years they moved into 5000 sq feet of quality premises plus a mezzanine floor in Newburn in Newcastle on Tyne.

Shortly after this tools and engineering consumables were added into the product range.

With the additional space they were able to extend their product range to some 28000 product lines and now work with suppliers such as Hafele, Teng Tools, Metalmate Fasteners, and Festool Products and stock clothing and workwear. They probably carry the biggest stocks in their industry in the North East.

Over the years, the sons of the original partners have joined and taken over the running of M&S and have inherited the same concern for good service, still mostly with local firms and look to provide a same day delivery service.

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As the turnover and stock range has grown, the computer system which was a combination of Sage and a next day stock information system became inadequate and they looked for a powerful modern system to give them instant information on virtually every aspect of the business with ease of use and the latest Microsoft features such as key performance indicators and workflow rules.

They selected the Sharp-aX suite of management and accounting software from Sharp-aX Computer Systems in Berkhamsted, Hertfordshire in October 2012.

"The installation has gone very well", says Mark Slater, Ron's son, "and it has saved us a lot of time and made us more efficient especially on the sales desk. We plan to grow the system over the next few years as the company grows."

Amongst other features they now invoice their accounts by email, and statements need only 1 button press. They will soon be able to send multiple enquiries to suppliers with no rekeying.

Interestingly, they use the Sharp-aX document management system to reduce paper storage, using system printed bar coding for document identification and retrieval – the paperless office has finally arrived!

The original starters of the company have retired, but still take an active interest, coming in frequently, and they are justifiably proud of the top class customer service that their sons have continued.