

# Builders & Plumbers Merchants

Butterfields are a Luton based builders merchants offering an excellent service to a wide variety of customers providing daily deliveries from their Luton depot covering a 50 mile radius and generally supplying contracts to all parts of the country.

Simon Worboys, Managing Director, says "Our existing software package had served us well over a number of years but had become dated and was not going to meet the demands and requirements made on a modern system in today's business environment.

We looked at a number of different systems and companies and were given confidence in Chatsworth's personnel at all levels being both accessible and able to handle data transfer, system implementation, on-going support and training issues.

The Merlin system itself addressed key areas such as point of sale and stock control, providing a database operating platform which we felt would be an extremely important, user friendly tool to work with and enhance our business both today and in the future".



**Industry:** Builders Merchant

**Established:** 1912

**Previous System:** BUMP

**Installed Merlin:** 2003

**Branches:** 1

**No of users:** 40

# Builders & Plumbers Merchants

Huthwaite Plumbing & Heating Supplies Limited, based near Sutton-in-Ashfield, is one of North Nottinghamshire's leading independent plumbing & heating supplies merchant. The company was founded in 1975 and was bought by the present Directors from its original owner in a management buyout in 1996.

"Merlin has proven to be a tremendous success for us and it enables us to provide a level of service that keeps our customers coming back, time and time again. We have built up an excellent working relationship with the team at Chatsworth, which, combined with the flexibility of Merlin, means that all of our individual business needs are met. We have no hesitation in recommending Merlin to others in our trade."

## HUTHWAITE PLUMBING & HEATING SUPPLIES LTD.

**Industry:** Plumbers Merchants

**Established:** 1975

**Previous System:** None

**Installed Merlin:** 1999

**Branches:** 1

**No of users:** 32

# Builders & Plumbers Merchants

Radcliffe Building Supplies are a Single site Builders Merchants based in Radcliffe on outskirts of Greater Manchester. Established in 1980 as a development of the then building business, the Company has grown steadily in that time with 20 employees and a very satisfactory turnover.

Their reputation has always been based on Service with prompt and reliable delivery being one of the most important features of the Company – Radcliffe really do live up to their slogan of ‘There’s mortar us than meets the eye’ The recent expansion of the business to double their premises means that there is now ‘A lot of Radcliffe’.

“Merlin has allowed us to become much more efficient and has really helped us to grow and improve profitability. It has so many excellent features that we are still gradually adding to the system as we see the benefits. We could never have coped so well with our expansion without it, and it has added not only to our expansion, but also our profitability. We think that Merlin has earned its money many times over”.

## **RADCLIFFE BUILDING SUPPLIES LTD**

*Suppliers of all types of building and D.I.Y. materials*



**Industry:** Builders Merchants

**Established:** 1980

**Previous System:** Sage

**Installed Merlin:** 2001

**Branches:** 1

**No of users:** 16

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Based in Penge, South East London, Scobles specialise in a wide range of plumbing and bathroom equipment to the trade and public. Through worldwide purchasing, Scobles supply their many customers with innovative products at competitive prices. Their long-serving family of technicians and staff are experts in all aspects of the business, from bathroom design and installation to fixing and repairing, and this service is intrinsic to the success and reputation of the company.

“Although changing suppliers was not something we particularly wanted to do, we’re delighted that this change actually came about. We are very pleased with the Merlin system and the support we get from Chatsworth, and now all aspects of our IT are in their hands. They provide us with a one-stop shop that suits us completely, from on-going training and advice to system upgrades and technical requirements. I’d recommend them to anyone.”



**Industry:** Plumbing Supplies

**Established:**

**Previous System:** BUMP

**Installed Merlin:** 2003

**Branches:** 1

**No of users:** 24

# Builders & Plumbers Merchants

Dougfield Plumbing Supplies is the leading independent Plumbers Supplies business in Gloucestershire, and is still growing, offering a wide range of plumbing and ancillary products from budget prices to top of the range items. Since installing Merlin in 2003, Dougfield has added a further 2 branches - extending their cover to Devon and further into South Wales.

Tim Stickland, Commercial Director, has been very pleased with the implementation of the system at the outset and the way that Chatsworth have provided the services so that Dougfield only have to worry about the on-going success of the business and not the system.

Tim feels that there is much scope within Merlin that will provide even further benefits and advantages, and has found the Merlin multiple depots feature has helped improve the management of the branches. The Kitting module has also been a useful tool as they build their bathroom range and can provide standard packs for contract bathrooms as well as retail customers.

Tim has also found that the regular software updates that Chatsworth provide free as part of their support policy has been very beneficial as new features are made available and this also ensures that the system does not unlike the previous system. In particular he has found the reliable, efficient, and friendly support team have provided an excellent and very satisfactory service.



**Industry:** Plumbers Merchants

**Established:**

**Previous System:** Xeres

**Installed Merlin:** 2003

**Branches:** 4

**No of users:** 28