

Engineers Merchants

Thomas Graham remain a family owned, independent company, with their head office in Carlisle and branches at Egremont, Kendal and Morecambe. Thomas Graham are also members of the THS buying group.

In addition to engineering supplies, Thomas Graham are the largest steel stockholder in Cumbria.

"It is four years since we decided to go with Chatsworth & Merlin and we have been extremely happy with our decision.

Merlin has proven to be a major success for us due to its modern and sophisticated features and its speed and ease of use. The continual improvements and enhancements made to Merlin reflect customers requests and Chatsworth's willingness to provide and develop these within the software.

We have an excellent relationship with the Chatsworth team, whose experience and knowledge, both of Merlin and our industry, have been key factors in our continued success with Merlin."



THOMAS GRAHAM & SONS LTD
ENGINEERING SUPPLIES AND STEEL STOCKHOLDERS

Industry: Engineers Merchant

Established: 1892

Previous System:

Installed Merlin:

Branches:

No of users:

Engineers Merchants

Blackson & Kenridge are Engineers Merchants based in West London. The company specialises in selling a wide range of quality branded tools and engineering consumables to the trade, have a customer base of over 3000 accounts and are members of the Troy Buying Group. Blackson & Kenridge provide this service to their customers via their trade counter, telephone and faxed orders, and a number of mobile sales representatives.

We are delighted that our decision to use Chatsworth, and the Merlin software, has proved to be the right one for us. In Chatsworth we have found a company that are able to understand and listen to our needs and a software package that can adapt with us as those needs develop and change. We have also found the Chatsworth staff to be extremely helpful, which undoubtedly helped in making the transition between suppliers a success.



Industry: Engineers Merchant

Established: 1944

Previous System: BUMP

Installed Merlin: 2003

Branches: 1

No of users: 12