

Industrial Supplies

Megadyne is the world's largest manufacturer of polyurethane transmission belts. The group employs over 800 people in 22 companies spread across 14 different countries and has gone from strength to strength over the last decade with an annual turnover that has increased ten times over, and now stands at £100 million.

Based in Leeds, the UK arm of Megadyne works hard to maintain the company's success and takes special pride in its technical support and customer service skills, for which they were awarded the IADA Customer Service Award in 2005.

"The development of the business has been directly enhanced by the introduction of Merlin. Consequently we are on-course to double the size of the business in three years"



Industry: Bearings

Established:

Previous System: Sage

Installed Merlin: 2005

Branches: 1

No of users: 12

Industrial Supplies

M.E. Duffell distribute Lock and Security products to the trade, operating nationwide next-day delivery from their headquarters in South East London. Affiliate members of the Master Locksmiths Association, M.E. Duffell are renowned for their technical expertise and have gained a reputation for quality of service, backed by their commitment to having continual stocks of every product to ensure that a customer's order is fulfilled first time. M.E. Duffell also stock a wide range of Architectural Ironmongery to complement their growing stock range.

"We were searching for a product that could help us improve every area of our business, from our trade counter to our accounts department. Each area needed to be linked to the other, to give our users access to important information quickly and with no fuss, and be simple to operate.

We needed a product that was reliable but also had excellent support, in case something did go wrong. As our business is extremely high paced, this was critical. It was also important to us that we found a supplier who could continue to provide this level of support for many years to come.

We've been with Chatsworth & Merlin since the year 2000. They've helped us in all the areas we were looking for, and many that we'd never thought about. We're delighted that we made the right decision."



M.E. DUFFELL LTD
Lock & Security Wholesalers

Industry: Security

Established: 1960

Previous System: Proprietor Accounts

Installed Merlin: 2000

Branches: 1

No of users: 24