

Bendigo Floor & Home Centre Choses FlooringSoft.com

Industry
Flooring

Geography
Bendigo, Victoria,
Australia

Challenge

- ❖ Needed to replace their old software with a more up-to-date system.
- ❖ Wanted a cloud-based solution
- ❖ Needed integration with QuickBooks

Solution

- ❖ Bendigo Floor & Home Centre chose FlooringSoft to replace their old system.

Results

- ❖ Bendigo Floor & Home Centre was very pleased with the setup & training process as well as the reporting and QuickBooks integration.

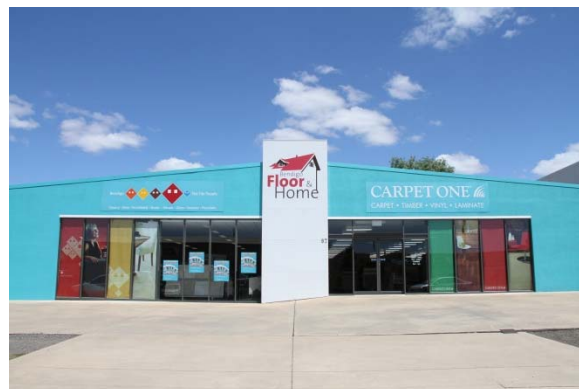
“The biggest thing for us is that FlooringSoft is a cloud-based system. It’s pretty well perfect for what we want.”

- Stewart Torr
Owner, Bendigo Floor & Home Centre

FlooringSoft interviewed Stewart Torr, owner of Bendigo Floor & Home Centre in Bendigo, Victoria, Australia about his company’s decision to use FlooringSoft.com.

What issues were you facing in your business that led you to consider using FlooringSoft?

“We had been using another software product for the last 15 years and were not happy with it. It was an old system that had not been updated for some time. For example it didn’t work on 64-bit computers and had problems with certain printers. Also it was not web-based and was generally weak on reporting.



What other solutions did you consider?

“I recently have looked into most of the systems that are available today, and have talked with several of the other software vendors. The other systems really weren’t all that different from what we were using before. When I saw your ad in Flooring magazine, and learned that FlooringSoft is a web-based cloud product, I went to your website to find out more about it. I then attended an online demo with a FlooringSoft business advisor and could see that FlooringSoft is what I have been looking for. It didn’t take long for me to make the decision to implement FlooringSoft for Bendigo Floor & Home Centre.”

What were the key things that led you to choose FlooringSoft over other systems?

“Again, I was looking for a web-based (or cloud) product so that I could access the information about my business not only when I am in the office, but also at home, or when travelling. In the near future, I am planning on being out of the office quite a bit more, but I still want to be able to see everything as if I was there. I could see that FlooringSoft will allow me to do that. In addition, we like the fact that with a cloud-based system, if something happens to one of our computers, we won’t lose any of our information. With the cloud, we can just get another computer and login and continue using the system. Also, I really liked the more extensive reporting that is built in to FlooringSoft, and that it is integrated with QuickBooks. The QuickBooks integration will save us a lot of time and trouble by eliminating the double data entry that we must currently do with our old software that is not integrated.”

“The reporting is just what we were looking for.”

Now that you have been through the initial setup and training, can you comment on how that was for you and your team?

"I have to say that your technical staff and the support that they provide is the best I have experienced from a software company. It's just been fantastic. The technician who did our initial setup and training had a pleasant personality and was very dedicated to working with us to get the system set up just the way we wanted it. Overall the setup and training went as smoothly as could be expected, and your team even helped us to work out some issues that really had nothing to do with your software, but were more related to our computers and operating system software. It was clear to everyone on our team that the FlooringSoft tech support team really cares about how the system is working for us. You really couldn't wish for any better."



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Prospects & Customers	
Customer	Salesperson
☐ Claudia's Music Store	House
☐ Adrians Services, Inc	Mike Lowden
☐ Daniel Damiani	Jeremiah Lovell
☐ Daniel's Movies Center	Mike Lowden
☐ Alejandro Rodriguez	Graham Thomas
☐ GECCO Co.	Mike Lowden
☐ Jackie & James Veggies	House
☐ John Dobson	Jacob Smola
☐ Jackie Harris	Mike Lowden

Quotes			
Job #	Quote Date	Customer	Salesperson
☐ 101504	01/17/2011	Claudia's Music Store	House --
☐ 101505	01/17/2011	Adrians Services, Inc	Mike Lowden --
☐ 101494	01/14/2011	Daniel Damiani	Jeremiah Lovell --
☐ 101495	01/14/2011	Daniel's Movies Center	Mike Lowden --
☐ 101496	01/14/2011	Daniel's Movies Center	Mike Lowden --
☐ 101489	01/13/2011	Alejandro Rodriguez	Graham Thomas --
☐ 101490	01/13/2011	Alejandro Rodriguez	Graham Thomas --
☐ 101491	01/13/2011	GECCO Co.	Mike Lowden --
☐ 101484	01/12/2011	John Dobson	Jacob Smola --

Contracts			
Job #	Contract Date	Customer	
☐ 101492	01/17/2011	Medelin Dias	
☐ 101499	01/14/2011	Alejandro Rodriguez	
☐ 101483	01/12/2011	Bob Smithson	
☐ 101453	01/10/2011	George Wilkinson	
☐ 101444	01/07/2011	Calimera Negra	
☐ 101407	01/05/2011	Fusion Gourmet	
☐ 101360	12/16/2010	Tex-Mex Best Food	
☐ 101359	12/15/2010	Evelyn Guerrero	
☐ 101347	12/13/2010	Dorian Pineda	

Purchase Orders		
Purchase Order #	Vendor	Status
100879-101499	Royalty	Ordered
100878-101483	Royalty	Ordered
100877-101483	Elk Lighting	Ordered
100874-101483	Beaulieu	Ordered
100872-101453	Royalty	Ordered
100871-101451	Royalty	Ordered
100870-101444	Royalty	Ordered
100868-101407	Royalty	Ordered
100867-101399	Royalty	Ordered

Work Orders		
Work Order #	Date	Crew
100899-101453	1/14/2011	James Watkins
100896-101407	1/14/2011	Unassigned
100894-101399	1/8/2011	Direct Ship
100891-101388	1/11/2011	Ben 555-5555
100890-101367	1/12/2011	Bobby Smith
100889-101359	12/30/2010	Unassigned
100889-101359	1/13/2011	none
100887-101355	1/11/2011	Bobby Smith
100880-101347	1/12/2011	James Watkins

Were there any unexpected benefits that you discovered?

"Yes. We also run a tile business from a different location, and it is going to be a lot easier than I had originally thought to add that location to the system. Also the reporting is a real plus and is much better than I expected."