

Customer Case Study

Metcalfe

Website: www.metcalfecatering.com

Company Overview

Metcalfe is a fourth generation, family run business first established in 1928 by the great grandfather of the current Managing Director Neil Richards, and one of the premier manufacturers and suppliers of commercial food preparation equipment in the UK.

Specialist equipment is manufactured to the highest standards for efficiency, durability and reliability and provides a comprehensive and cost effective answer to all the preparation needs of the foodservice, food processing, supermarket, catering and licensed industries. As well as manufacturing its own industry leading range of mixers, slicers, peelers, chippers, vegetable preparation and waste disposal units, Metcalfe is the UK distributor for several other world renowned manufacturers including CEADO blenders, ice crushers, juicers and mixers; EDLUND can openers, can crushers, slicers, knife racks, knife sharpeners and scales; KISAG stick blenders and NEMCO food preparation equipment.

The Challenge

Over 250 statements each month were produced manually by printing documents from Sage Line 50, folding these into envelopes and posting them out to customers. This process was costly and involved valuable staff time that could be better used elsewhere. When a new member of staff joined Metcalfe with experience of using Spindle Professional in the charity sector, it seemed an ideal time to make a change.

The Solution

A 5-user Spindle Professional system was recommended, installed and set up by Professional IT solutions company, MWL Systems.

With Spindle Professional monthly statements are generated and emailed to customers, so postage costs have reduced dramatically. Documents are then archived automatically, improving document filing and streamlining business processes. The greatest benefit to the organisation is time saved. Members of staff are no longer wasting time on what Metcalfe viewed as menial posting tasks - folding statements, sending out copy invoices, issuing remittance advices and reports, putting these into envelopes and posting them. Time saved can be better spent working on credit control & other specific and more productive activities.



"Spindle Professional has been a marvellous investment for this company, with the system paying for itself in just three months which is pretty good going. I would firmly recommend this system to any company whether small or large that is seeking to make savings on menial posting tasks."

Janet Knight, Accounts Manager,
Metcalfe Catering

The Results

- > **Solution paid for itself within 3 months of being installed**
- > **Hundreds of pounds saved in postage and stationery costs**
- > **Thousands of pounds in man-hours saved**
- > **Saved time and improved efficiency**

Metcalfe is now setting up Spindle Professional to generate invoices in the same way as statements, which will save the business more time and money in the future.

What Metcalfe Has to Say

Janet Knight, Accounts Manager, Metcalfe Catering says:

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Key Benefits

Dramatically reduces costs - document delivery by email and fax

Creates a more professional image with your company logo and branding on outgoing documents

Saves money and waste - you can use plain paper in place of pre-printed stationery

Flexible - allows you to automatically add terms and conditions or seasonal or promotional messages

'Intelligent' - pre-programmed to fax, email, print or store your documents automatically for instant retrieval whenever you need them

Spindle Professional works with major accounting systems including Sage 50, Sage Line 100, Sage 200, Microsoft Dynamics NAV (Navision), Microsoft Dynamics GP (Great Plains), Pegasus Opera II, Access Accounts, SAP Business One and more. Also works with almost any application that will print, such as Microsoft Word, Excel, Access, ACT! and Crystal Reports.

Product Range

Spindle Professional is one of a range of products available from Draycir, specialists in document distribution and credit management solutions.



Spindle
PROFESSIONAL



Credit
HOUND



Credit
GUARDIAN

Metcalfe Facts

Activity: Food Service Manufacturing and Distribution

Web: www.metcalfecatering.com

Based: Blaenau Ffestiniog, Gwynedd

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