




axis diplomat

Case Study: Gem Tool Hire & Sales Ltd

Organisation:	Gem Tool Hire & Sales Ltd	Key Modules:	Accounts, Sales Order Processing, Multi-Location, Purchase Order Processing, Point of Sale, Hire Management	
Industry Type:	Tool Hire & Sales			
Sites:	3			
Software:	axis diplomat			
Software Users:	21			

The Company

Established in 1979, Gem Tool Hire & Sales has grown substantially over the years and now operates from three depots, which are based in Banbury, Bicester and Rugby.

They employ 35 members of staff who, between them, have over 250 years of combined experience in the Tool & Plant industry.

Offering a wide variety of products both for sale and hire, their range includes everything from wallpaper strippers through to diggers and access equipment.

They are main dealers of power tools and equipment from recognised names such as Hitachi, Bosch and Elektra and have over 4,000 product lines available from stock, with access to over 20,000 items to purchase within 24 hours.

They also offer an in-house repair service for anything from major plant items down to small electrical tools.

To be in a position to offer this level of service, Gem Tool Hire & Sales recognise the importance of a fully integrated computer system.

They were aware that they needed a system that would provide a stable platform for their business and provide them with the information they require at touch of the button.

The system they were going to chose had to provide them with a fully integrated accounts, payroll and hire management system that also included Point of Sale operation for all three depots; with a dedicated connections between them.

Integrated Point of Sale operation was particularly important to ensure maximum efficiency when face-to-face with a customer.

The system they chose:

They also needed a system that could provide them with the ability to record and schedule servicing and test details for plant items.

Their chosen system also had to allow them to record a test history and show the costs associated for the maintenance of those plant items.

axisfirst had the answer with its solution designed for the Hire Industry, **axis diplomat**

Richard Collier, Marketing Director of Gem Tool Hire & Sales said,

“We appreciate that although you should look at ways to improve your hire fleet to gain return, the investment in computer technology is equally as important to maintaining an efficient business.

We are continuing to work closely with **axisfirst** to ensure that **axis diplomat** carries on providing us with the functionality that we need as our business develops. With **axis diplomat**, we have a tailored solution that fits our business requirements like a glove”.



Further Information

For further details please call one of our sale team on **0800 668 1934** or by visiting our website www.axissoftware.co.uk