

axis diplomat



Case Study: Fotospeed

Organisation: Fotospeed	Key Modules: Accounts, Sales Order Processing, Purchase Order Processing, eBusiness	
Industry Type: Photographic Supplies		
Location: Corsham, Bristol		
Software: axis diplomat		
Software Users: 7		

The Company

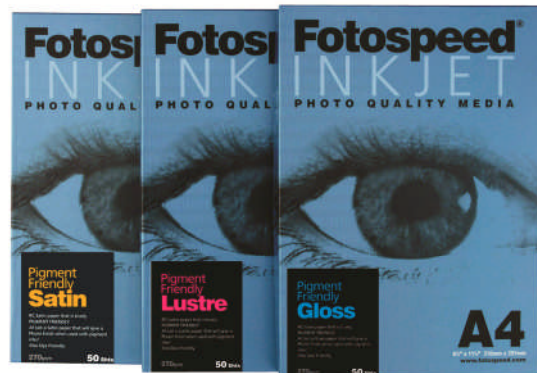
Fotospeed has served the darkroom user since 1988. In recent times, they have expanded their business to also serve the digital image-maker with the same high quality after-sales service and technical back up.

With only a very basic Mac-based accounts system, Fotospeed needed a more robust software solution to meet the growing demands of their business, and chose **axis diplomat**

“Excellent reporting facilities”

The **axis diplomat** system is much better at handling their mail order/telesales customers, and provides accurate reporting and accounts, integrating with all areas of their business.

Also selecting **axis vMerchant**, Fotospeed boast a fully featured e-commerce web site. All web orders are imported directly into **axis diplomat** for processing and offer credit card handling.



Fotospeed specialise in both traditional darkroom supplies and digital photographic media

What our client said:

“First rate support”

Key Features

- E-commerce system integrating with full back office modules and automated payment processing
- Highly flexible and adaptable price matrix
- Comprehensive and fully inclusive reporting facilities
- Integrated modules to ensure all information is held in one central place and available at the touch of a button

What Our Client Said

Jan Herlinger, Fotospeed's Managing Director says, “**axis diplomat** is a highly sophisticated software system that matches our needs precisely. It is simple to use and my team got to grips with how to use the software quickly and easily. There are so many good aspects to the business; I don't know where to start”.

“Extremely flexible system”

Jan continues, “The strength of the system is immense. As every module is connected, we have, and will continue, to save tons of management and administration time, not to mention looking slicker to our customers.

axis diplomat is highly flexible, with so many routes to take as our company grows. I am most impressed with the adaptable price matrix, and the comprehensive reporting facilities. Whatever information and stats are required a report can be created, in any which way.

Our accountant and auditor are more than happy with the information and intelligence it creates. There are never any financial discrepancies, unlike our old system, where so often the VAT never tallied.

Moreover, the whole solution is well supported by the people from **axisfirst** who understand and have full knowledge of the product. For once, you can deal with a real human, who talks in plain English. Throughout my dealings with **axisfirst**, they really cared about my business and how the system could help me to run Fotospeed more efficiently”

To finish off, Jan comments, “I now have complete peace-of-mind as everyone in the business knows what is going on, rather than information held in individual heads. **axis diplomat** is fantastic and has greatly reduced cost, eliminated processing errors and improved customer service. I couldn't be happier”.

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**