

AXIS Diplomat

Case Study

Gem Tool Hire & Sales



Organisation	Gem Tool Hire & Sales
Industry Type	Tool Hire / Sales
Sites	3
Software	AXIS Diplomat
Software Users	21
Key Modules	Accounts, Sales Order Processing, Multi-Location, Purchase Order Processing, Point of Sale, Hire Management

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 are aware that they need a system that will provide a stable platform for their business and provide them with the information they require, at touch of the button.

The system they 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.



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.

Axis First 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 Axis First 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".

For more information, please contact Axis First or visit our web site:

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