

Case study.

TBM The Business Machines Company

TBM is East Anglia's premier supplier of the latest digital office products and solutions from printers to photocopiers and computers. The Business Machines Company supply equipment and provide support to customers across the UK.

Martyn Hazelwood is Managing Director at TBM: "I've known Andy at Boldfield for many years; we're in a similar business as we do computer systems too. All our SAGE systems were supported by SAGE themselves, but we'd recently bought ACT for contact management from Boldfield and one of their people, Karen, had given us the training. And one night I was to be very glad of that. I'd been working at home, tying up loose ends before the Christmas break, when I got a call from the office. It was my PA in a panic. "SAGE and ACT have disappeared!" she said. "They can't have done" I said, "What about the back-up?" "The back-up isn't there either!" said Rebecca sounding like she was about to cry.

I got a horrible feeling in my stomach which quickly spread up my spine and I could feel my heart beating faster. I heard myself saying "Don't worry, I'm coming in" as I saw thousands of vital sales records vanishing down the drain. It was all gone. Months of invoices, receipts, stock control, bank reconciliation, contact details – just blank screens. I knew we were in trouble. Rebecca had already phoned our SAGE support line who said they couldn't help if we hadn't been backing it up correctly.

I called Boldfield. Karen had been in the previous week working on ACT and I wondered whether she'd backed-up for us then. Even though Boldfield didn't support our SAGE stuff Karen straightaway set about sorting it out. She logged on and worked for an hour – searching, scanning, transferring – she knew how to access all the drives and servers.

She got it all back! I don't know how but she reconfigured the whole thing and it was as if nothing had happened. Amazing. I was so happy. Even her manager doesn't know how she did it! Her technical knowledge is so in-depth and thorough that she can make SAGE dance on the ceiling!

It goes without saying I now use Boldfield Computing for all my SAGE needs and I think you should too."

Martyn Hazelwood
Managing Director
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