



MH Connectors Ltd

CUSTOMER PROFILE

MH Connectors are a manufacturer and distributor of electrical components, such as D Connectors and covers and modular connectors for telephone plugs. Founded in 1985, they are a family-owned business based in Corby, Northamptonshire. They employ 11 staff and have a turnover of £2.5 million locally, whilst worldwide they employ 40 staff with a group turnover of £5 million. Their typical customers are electrical and electronic distributors such as RS Components, Farnell and Rapid.

CHALLENGE

MH Connectors had used Pegasus Opera since the late 1990s: Bill of Materials (a third party solution), Stock, Sales Order Processing, Purchase Order Processing and Payroll. However, the old system was fast becoming technologically challenged.

"Opera did what it did well, but we struggled with reporting and the BOM functionality was significant for us", said Mark Severn, Sales Manager.

SOLUTION

When Pegasus announced the end of support for Opera in January 2009, MH Connectors started to look for alternative solutions, which included Opera II. Dave Chapman, Company Accountant and Company Secretary, was familiar with Opera II and knew the benefits it could bring, so he was eager to implement it at MH Connectors. Dave remarks, "Although Pegasus gave us an 18 month notice period that they were ending support for Opera, we had to consider costs: we were a manufacturing company in an economic downturn. But we soon realised the quick return on investment we would make."

Dave enthuses, "It's like when you upgrade anything: you don't know what you're missing until you have the latest model. The Report Manager in Opera was fine, until I used Pegasus XRL. The two do not compare."

Pegasus XRL is an award-winning, powerful reporting tool that links Opera II with Microsoft Excel in a few simple steps. Opera II data is imported into Excel automatically, so there is no re-keying or copying and pasting, and this information can then be manipulated, analysed and reported on in the familiar Excel environment. Pegasus XRL is fast, accurate and secure reporting and analysis.

Mark adds, "As Sales Manager, I have to report to the owner of the company, informing him what products are selling, which are the fastest moving items, and who are our best and worst customers. This type of information is crucial, and with XRL it is instant and in real time. XRL is great."

RESULTS

The upgrade to Opera II went really smoothly and after just a week's training, all users were ready to go. Mark adds, "Once you're used to the menu structure, the rest is easy. You know Opera, so Opera II is simply the next step. It is very easy to use and extremely intuitive.

“ We had no idea what Opera II could do and the efficiencies it would bring... Now I know we will gain a return in our investment in under 12 months ”

Number of Users: 10

Modules: Sales Ledger, Purchase Ledger, Nominal Ledger, Invoicing, Sales Order Processing, Purchase Order Processing, Stock Control, Payroll, Toolkit, Reporter, Multi-currency, Bill of Materials, Online Filing Manager, Pegasus XRL.

Pegasus Software was established in 1982 and our core business has always been developing PC-based accounting and business software solutions for small and medium-sized businesses. We have been a market leading supplier of modular software for over 20 years, and we have an in-depth understanding of the small and medium-sized market. This enables us to produce innovative software solutions that add real business benefits and value to our customers.

All Pegasus products are sold and supported through our highly skilled network of Pegasus Partners. This is because we believe that our customers are best served by a channel of dedicated, independent specialists who can provide top quality local Pegasus support. Our Partners provide a complete service, from pre-sales consultation to installation, training and after-sales support; ensuring that our customers buy the Pegasus product that is right for their business.



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Mark continues "BOM integration was so smooth. Using a third party solution under Opera was a massive issue for us, but the BOM module in Opera II has been enthusiastically received by all our users."

"We had just 2 hours of downtime and the rest was done overnight; we saw our live data the next day. It has been over 3 months since installation and we are really pleased with the new system and the efficiencies it has brought our organisation. The small things all add up: for example, with Opera II you can have two or more windows open. And, when using Opera, we had to close down the system to transfer all BOM used products from the third party solution into Opera, which was half an hour downtime every day. Now, with Opera II, this is continuous throughout the day in real time. When a customer calls us to ask for availability on a stock item, we can look at live stock levels while the customer details are on the screen."

He continues, "For our annual stock take, we had to print a 200-page report, line by line by line, and this data would have to be re-keyed back into Opera. This process alone used to take two days; now it's immediate, using data send from XRL. Furthermore, we send out approximately 1500 invoices and remittances a month, which can now be simply e-mailed to customers, saving us print, stationery and postage costs, admin time and time delays in receiving them. Plus it makes us look professional to our customers."

David enthuses, "Opera did what we needed, but Opera II does so much more. For instance, with Opera it would take me 30 to 40 minutes to produce my end-of-month reports, with Opera II it takes just a couple of minutes. And it's so user friendly, as I can save files only allowing certain people to access them and print off invoices. Previously I had to wait for two people to do this for me. Opera II gives me better control of our finances."

In terms of other users within MH Connectors, feedback has been very positive, especially from the Operations Manager because of stock traceability within the Stock modules. This addition makes her life a lot easier."

David also looks after Payroll, and is very enthusiastic: "Obviously we had no choice but to migrate to Opera II Payroll to complete our Payroll year-end in March. Although we only have 11 staff, the online functionality of filing our P46 is terrific, the process is simple and I have peace of mind that it has been received by HMRC."

Mark further adds "The main benefit of Opera II is time saving across all modules, and this brings us numerous efficiency gains."

Both Mark and David were asked: "Would you consider going back to Opera?" They both instantly replied "No way."

THE PARTNER CONNECTION

MH Connectors purchased Opera II through Pegasus Premier Partner, Applied Business Computers, based in Cambridgeshire. Mark states, "Applied have given us superb customer service throughout the whole process. Nothing was ever too much. Problems were resolved overnight, and now we have the remote dial-in service so nothing is ever an issue. We have complete faith in Applied, they took away all our headaches and it's obvious to us that they value and listen to their customers."