

# Chem-Dry chooses Sage 50

## Customer profile


Brian Claney, Director, Chem-Dry Ireland Ltd. Chem-Dry is a worldwide research and development based franchise network, headquartered in Utah, USA. It is a master franchise license holder for Chem-Dry Carpet and Fabric care in the Republic of Ireland. Their first Irish Franchise was set up in 1989, Brian Claney explained, "We have established a network of 36 franchise country wide and are now the largest cleaning franchise in Ireland. As the master franchise, we have experienced year on year growth and each franchise has also enjoyed growth every year in their local area.

## The challenge

To assist them with their accounts Chem-Dry chose the Sage Line 50 package. Sage Line 50 is an ideal package for small to medium sized businesses, as it is easy to use and has an excellent support system. Brian said: "The Sage product was suggested to us by a computer equipment supplier, at a time when we, as a company, were not at all knowledgeable about computerised accounting software. Having experienced other software being badly supported or too slow to incorporate important updates, we feel that we have been very fortunate to have been guided towards the Sage product".

## The solution

Sage Line 50 has many useful features that benefit firms by assisting them in their accounts. Brian explained which Sage products he uses and which ones he finds most useful: "I use service and product invoices, process stock receipts, returns and tracking. All of our supplier payments, customer receipts and bank account activities are performed using Sage. "He goes on to say: "Certain aspects of the package have proven to be invaluable. For example, we find the product search by number or description very useful as are supplier and product activity reports, bill of materials structures and stock adjustment facilities".



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Brian Claney, Director,  
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### The benefits

Over the years Brian has experienced other well-known accounting software packages and, although they are less costly than Sage products, they lack the extensive range of facilities, the ease of use and the almost open-ended expansion and development capabilities of Sage Line 50. Brian says: “We believe that Sage will still be a well supported programme for many years to come and will continue to incorporate improvements well in advance of our requirements. We believe that the Sage product and service is a solid, dependable platform for developing any small to medium sized business”

Brian also took out SageCover. SageCover is a comprehensive support service designed to ensure that you Sage software provides the

level of service that you require as well as give you peace of mind. It ensures that you always have someone to turn to with the help and advice you need to get the most out of your software. Brian explained why he decided to take out SageCover: “Since we do not employ a software expert, we feel very comfortable and safe in the knowledge that the Sage team of experts are not more than a phone call away. The helpline has already proved to be extremely helpful and totally committed to resolving any minor problems that we ourselves have caused”. He continued: “More importantly, unlike any other software helpline we have experienced, they are almost immediately accessible and are prepared to go to great lengths to ensure that we have a successful resolution”

### The future

Finally, Brian concluded that his future plans for Chem-Dry: “I want Chem-Dry to grow to a network of 56 franchises country-wide, to support the franchises with continued research and development, training, and to expand and develop national accounts for our network. Our objective is to ensure that Chem-Dry remains the number one carpet and upholstery, cleaning and protection company in Ireland”.

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