

“Human, Partnership, Informed”



Matthew Pinder  
Managing Director  
Presspahn Ltd.

“Both the hardware and software support teams at DCS give solid advice which we can rely on, this gives me the reassurance I need”

## Presspahn Ltd

Presspahn is a specialist engineering solutions provider based in Bradford and has been owned by the Pinder family since 1982. The team supply electrical, thermal and mica insulation materials and components to a wide range of industries—supporting printing; automotive; white goods; shipping; aerospace; electrical trades and the construction industry to list but a few.

Managing Director, Matthew Pinder, joined the company in 2005 as General Manager and immediately became heavily involved in looking at the infrastructure and systems in the business.

When the version of Opera they were running reached end of life, Matthew took the opportunity to look at other accounting systems and DCS provided consultancy with this. The result was that they purchased Exchequer accounts which was installed in 2007, which Matthew says managed their accounts well at the time.



## Moving to Intact iQ

However, as time went on, the management team at Presspahn were looking for a system that would provide them with more flexibility and progression. Although Exchequer was meeting their business needs and had worked well for them, Matthew decided it was time to go the market again to find a solution that could provide some future proofing. So he spoke with DCS who suggested he take a look at iQ from Intact, an ERP software designed for the digital economy.

Due to the collaboration between DCS, who knew Presspahn well and their requirements; Intact the provider, who were responsive and willing to develop the software and Matthew as the customer, he felt reassured enough to move across to Intact, which they did in 2018.

Moving across to the new system was exceptional. Sandra Marshall at DCS, working with Matthew and his team, managed the transition with little or no downtime. The Intact system is stable and the support team, led by Sandra manage the upgrades for Presspahn, leaving Matthew free to get on with running the business.

“I know that when I ring DCS they will deal with my query in a well informed way and that is very important to me.”

Michaela Russell, Presspahn Ltd



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### What stood out about iQ?

- Instant access to information in anyway, without having to run reports.
- Easy to use – very logical and a common sense system.
- Authors of the system responsive and willing to develop the software
- Scalability of the software as Presspahn grows
- Being able to customise the screen views to different roles and departments
- Ability to automate business processes

### Why DCS?

Matthew Pinder explained that Presspahn has been supported on both hardware and software by DCS for over 30 years and amongst the reasons for this:

- The support team at DCS give solid advice
- Engineers who speak on the same level and are willing to give that extra level of support when needed



### Future Plans

Presspahn have just had fibre Internet installed which means that they are now looking to upgrade their telephony system to give them more flexibility. Being able to integrate this with their accounts system will save time and give quicker customer service.

Matthew is investigating the use of iPads in stock management. By using barcode scanning for stock this will allow them to automate some of the purchase ordering, freeing them from repetitive manual tasks and improving delivery times and efficiency.

Matthew is putting systems in place that allow him to get on with managing the business and staff given the tools to do their jobs. He feels that the move to Intact is an important stepping stone in that process.

**“I would highly recomend DCS to any company needing knowledgeable and down to earth IT support services. They have been a long-standing and important part of our business**

