



Gain Clarity. Take Control. Increase Your Margins.

Find out how machinery dealers succeed with Ibcos.

ibcos

A Constellation software company

Trusted By Dealers Like You

7000+

individual users across
the UK & Ireland



A Message from **Collette Convery**



The Managing Director of Ibcos

Our customers are the dealers that want to improve the way they operate – and in the process, become even more successful. It takes courage to adopt new ways of running a business, which is why we commend each of our customers for their desire to grow using the latest technology available.

Those same customers have been the driving force behind the advancements that we see within the Ibcos Gold software today – and will continue to see in the coming decades. Ibcos Gold has come a long way since 1979, the year it was first introduced, and that's all thanks to the feedback from our customers.

More than 900 dealership depots, amounting to over 7,000 users across the UK & Ireland, rely on Gold every day to run their business. What we're even more proud of is that most of these customers have been with us for over 10 years. We're planning to add even more features to our software in the near future, which we hope will result in even more satisfied customers.

Collette Convery



Our customers speak

BIG BALE CO (SOUTH) LTD.	3
KALEHURST GARDEN MACHINERY LTD.	10
SMART AG SERVICES	18
WINCHESTER GARDEN MACHINERY	25

”

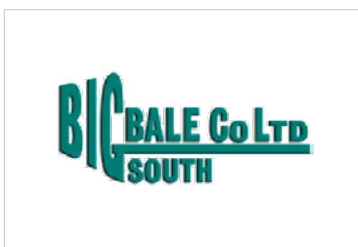
I've seen great changes and growth over the years. The switch to Ibcos Gold was a significant moment in our company's history.

Michael Coleman, Owner

Big Bale Co (South) LTD

BIG BALE CO (SOUTH) LTD.

CASE STUDY



Customer Profile:

- Agricultural baling equipment dealer – Massey Ferguson
- 35% of Massey Ferguson's baler market share across the UK
- 33 years in business
- 12 employees
- Ibcos customer since before 2000

NICHE DEALER BUILDS STRONG REPUTATION WITH IBCOS GOLD

An agricultural square baling equipment dealer founded in Hampshire, **Big Bale Co (South) Ltd.**, has technicians based not only in Hampshire, but also in Lincolnshire and Yorkshire. Priding itself on superb customer service, Big Bale has sold more than **1,000 new machines** since its inception 33 years ago. Now, with an impressive 35% of Massey Ferguson's UK baler market share, Big Bale has 12 dedicated and highly skilled employees who are available to cover all breakdowns, warranty work and general servicing throughout the UK.

Big Bale carries an extensive stock of genuine spares for delivery throughout the UK and operates **seven days a week** during the straw harvest. One of the country's premier dealers of Massey Ferguson balers, Big Bale has also been using Ibcos Gold since before the turn of the millennium and is convinced that Gold keeps it current in a niche industry.

KNOWLEDGE, RESPONSE & IBCOS GOLD: THE KEY TO UNBEATABLE CUSTOMER SERVICE

"If someone needs a part, and we happen to be closed, I'll put the part in my car and deliver it myself," says Big Bale owner, Michael Coleman. "Customer service is absolutely key to surviving in this industry, so we know we have to make every second count."

As he puts it, this came down to two things - "knowledge and response." It is essential that all staff had the know-how to help in any given situation.

"Whoever picks up the phone," Michael explains, "has to be able to improve the situation." And when he says, "whoever picks up the phone," he certainly includes himself.

"In order to guarantee quick parts delivery, Big Bale has to have those parts in stock," Michael points out. "We also have so many parts for balers - over half a million - that sometimes when they run out, Massey Ferguson comes to us for spares."

Not only that, but Big Bale also has six vans that are ready to travel anywhere in the UK to fix balers. "Our chaps will leave at 4 am to be on a farm by 7 am, seven days a week," says Michael. "That's the kind of service we are proud to provide."



A Massey Ferguson baler and the next generation of Transtacker trailers.

Of course, two things are required to make outstanding customer service a reality: a genuine desire to excel, which Big Bale has in spades, and support from the absolute best dealership management system available.

With Ibcos Gold, Big Bale has been able to guarantee that it is never less than 100% aware

of exactly where each of its customers stands. This means that the staff knows exactly what their customers' requirements are – sometimes even before the customers themselves do – and are able to deliver a personalised and dedicated approach every time.

HOW IBCOS GOLD TURNED CHAOS TO CALM

“In 1983, I spotted a niche in the baler market, and started importing the machines from America,” says Michael. Before Big Bale turned to Ibcos Gold, it was using a system called Pegasus to manage the entire business. It was primarily accounting software that wasn't particularly suited to an agricultural dealership, so Big Bale sought out a replacement system.

Wisely, the first thing the team did was to scope out the competition. “I asked all the other local dealers what they ran,” Michael says, “and they all recommended Ibcos Gold.”

So, with Gold's reputation preceding it, Big Bale gave it a shot, and it was a decision that was to prove momentous.

Michael recalls the madness that preceded the

implementation of Gold: “It had been chaos on our end, which is why I instigated the project. But the support and intuition of the Ibcos team was excellent, and pretty much immediately, the improvements were obvious.”

“I've seen great changes and growth over the years. The switch to Ibcos Gold was a significant moment in our company's history. It was the moment when the management system caught up with everything else, and the company could finally live up to its own expectations.”

Everything Big Bale required of it, Gold managed, and pretty soon it became indispensable.

Today, operating without Ibcos Gold would be unthinkable. As Michael points out, “Our parts department uses Gold to order and check stock and to sell point-of-sale parts.

“We use the Wholegoods module to understand the true cost of things. Our accountant uses Gold to organise and manage receipts and statements, in addition to running invoices once a week for point of sale or wholegoods.”

“And when Big Bale had at certain times to take on board different business models, Gold managed that too, proving its worth again and again. “We're a niche business,” says Michael. “Not only do we sell new and used balers, but we own machines that we hire out – and Gold was easy to adapt to our specific needs as a baler dealer.”

BIG BALE & IBCOS GOLD: THE ONLY WAY IS UP, ALWAYS

Although Big Bale Co (South) Ltd. continues to grow and prosper, changes in the agriculture industry over the past 18 months have brought home the fact that now is one of those tough economic times when the focus has to be on cost.



Naturally, if this shift in focus is to mean anything, it must be reflected in the company's long-term technology strategy. "Right now, we're doing everything we can to cut and monitor costs," says Big Bale General Manager Nigel Crossley, "and Gold has been very helpful in that regard."

For Michael, the business needed to be "more instant and automatic," so he equipped his entire staff with smartphones – just one small step that has opened up lots of new possibilities.

"We have also fitted trackers in the vans, so that we can give an ETA without bothering the technician," says Michael, "And in the future, when the time is right, we'd like to integrate Ibcos' Workshop Scheduler, so we can simplify the way we book jobs. I also see a lot of value in the Workshop Barcode Time Clock, which would totally streamline the way we log technicians' time."

With Ibcos on its side, Big Bale Co South shows no signs of slowing down, but as its General Manager points out, "Expansion is a personal journey for everybody."

"As a dealer," Michael says, "you have to deal with things, and you have to deal with them well. You get more kudos from solving a problem well than from getting it right in the first place." And Gold is the ultimate problem-solver. "We use Gold daily. We're very happy with it, and we wouldn't dream of changing systems."

”

Gold has given me the security in knowing exactly where we are. It's very reassuring.

Neil Taylor, Company Director
Kalehurst Garden Machinery LTD.

02

KALEHURST GARDEN MACHINERY LTD.

CASE STUDY



KALEHURST
GARDEN MACHINERY LTD

Customer Profile:

- Domestic garden and estate machinery dealer
- Stock garden equipment from leading brands, such as John Deere, Honda, Stihl, etc.
- 37 years in business
- 8 employees
- Ibcos customer since 2007

A GROWING DEALER LOOKS TO GOLD FOR SECURITY & REASSURANCE

Kalehurst Garden Machinery is a family-owned business based in Hermitage, near Newbury in Berkshire. A one-stop dealership for domestic garden machinery with a full service, repair and parts shop, Kalehurst also has **one of the largest showrooms** in the South East. In almost four decades of operation, Kalehurst has gained a reputation for supplying and servicing only the highest quality garden machinery with efficiency and integrity, whilst managing to maintain surprisingly affordable rates.

Kalehurst stocks leading brands such as John Deere, Honda, Stihl and Husqvarna, and sells everything from lawn mowers, chainsaws and hedge cutters, to shredders, stump grinders and chippers. In recent years, Kalehurst has experienced remarkable growth as a result of effective cash flow management and a dynamic, forward-looking business ethos. Implementing Ibcos Gold in 2007 has been instrumental in its growth.

HOW GOLD HELPS KALEHURST WITH CUSTOMER LOYALTY

“When Kalehurst was first established in the late 1970s, the business landscape was very different. A steep rise in competition, and a growing use of the Internet has made it tougher for traditional businesses like Kalehurst to compete. While the world has changed a lot in the past 40 years, some things remain the same – outstanding customer service and the ability for customers to see what they are buying in a showroom still makes Kalehurst stand out from the rest. Its business is enhanced even further with real-time access to its inventory data.

Indeed, it is for this reason that Kalehurst Director Neil Taylor gets so much out of Ibcos Gold. “What I like is that in addition to being really simple to use,” he says, “Gold gives me all the information I need, right when I need it.”

Like most of us, when Neil needs information, he tends to need it immediately. “I want information quickly – as quickly as my customers do – and I don’t want to do too much work to get it. So, whether it’s at the point of sale or in the

workshop, Gold allows me to pull up whatever information I need, fast.”

This is crucial to keeping customers happy – after all, a happy customer is one who keeps coming back.

TAKING ON THE INTERNET WITH IBCOS GOLD AND THE PERSONAL TOUCH

Having the largest showroom in the area – and indeed one of the largest showrooms in the entire country – makes a huge difference in Kalehurst’s constant fight against its biggest competitor these days: the Internet.



Of course, Kalehurst has its own presence on the Internet and some great offers for online customers. However, the sheer amount of competition online, with potential customers being offered super low-cost items and often cheap or free shipping from anywhere in the world, competing can be very tough.

“The problem with buying online,” explains Neil Taylor, “is that you really don’t know exactly what you’re getting, and you can’t really tell anything about a company just by looking at its website. You certainly can’t tell if it’s got what you need in stock.”

This is where Kalehurst’s spectacular showroom comes into its own. The question Kalehurst’s staff is asked more than any other is, “Do you have this in stock?” And precisely because Kalehurst’s showroom is so large and well-stocked, the answer is invariably “yes.” Many customers choose to come to the showroom in person even when they find the product online – seeing is believing, after all.

“Not only can they see the item they need,” Neil clarifies, “they can also ask questions about it, compare it to different models and machines, and of course, try it out, all before they decide to buy.”



Kalehurst’s showroom.

This is one area in which the Internet cannot compete with good, old-fashioned, face-to-face reality.

“It’s about educating the customer in a language they can understand,” says Neil. “And it’s about providing a personal touch. And we wouldn’t be able to give customers such a confident response if our inventory wasn’t updated in real time on Gold.”

There is a certain warmth and attentiveness that only a family business can provide. Neil feels very strongly that working so closely with his wife creates a more meaningful connection with customers. It helps that his wife, Jill, is such a people person.

“The minute you walk into our showroom,” he says, proudly, “Jill greets you with a big, beaming and genuine smile. She has a fantastic memory and never forgets a customer’s name or what they’ve purchased in the past. It’s paying attention to the small details and the human element that turns one-off customers into regular customers.”

EVOLVING A FAMILY BUSINESS WITH IBCOS

Kalehurst was originally established by Robert Taylor, Neil’s father. Eventually, however, after a good run and a lot of success, Robert reached a point where he was either going to have to close down the business or sell it off.

That’s when his son, Neil, stepped into the picture. “I just thought it was an opportunity I couldn’t refuse,” he says, “so I bought it off him.” With the new generation, systems and processes were upgraded as well.

“Originally, everything was done on paper and kept in huge files,” Neil says. “We used a triplicate invoicing system for the workshop and sales, which was just about manageable when we were a much smaller business. After 25 years in operation, however, we had a 65% increase in turnover and demand for parts, making it much

more difficult to run the business on a paper-based system.”



Outside of Kalehurst's workshop.

Before Kalehurst installed Ibcos, things were, it's fair to say, a lot less organised. By Neil's own admission, the staff was not very good at finding the time to actually sit down and go through the figures, so as he puts it, "we went on instinct." While their instincts may have been excellent, Neil knew it was really no way to run a business. He was also very much aware that he needed help managing the company, especially with the end-of-year accounts. It just wasn't his forte. What he felt he needed was some type of business-oriented "Mary Poppins" figure to come in and sort everything out.

"It was our new accountant, Lee, who recommended Gold," Neil explains. "She'd used it in a previous job at a John Deere dealer, and had been very impressed. We also asked other dealers what they were using, and it seemed that Ibcos was the default software in the UK agriculture industry."

Most impressive of all was the overall clarity he now had throughout the year.

"Whenever I need to, I can just get on Gold and interrogate the figures," Neil explains. "Knowing where you are gives you the ability to plan ahead. So, if you know you're 20% behind on sales, for example, you know something needs to be done."

"Gold does exactly what needs to be done. At the end of the year, you can pretty much have all the results you need at the push of a button."

Neil Taylor
Company Director

Using Gold, Neil has found the perfect way to run Kalehurst, and with a faster growth than ever before, the results speak for themselves.

"I just wanted to press a button at the end of each month and see exactly where we were."

Enter Ibcos Gold – although the meeting almost didn't happen since Neil was looking into Sage accountancy software until, at the last minute, a recent hire stepped in and saved the day.

"Since turnover is every three months, it's critical for cash flow purposes that you know where you are at certain times of the year, and Gold helps me do that. In fact, I wouldn't be able to do that at all without Gold."

Neil Taylor
Company Director

So, the decision was made, and the Ibcos team was called in to Kalehurst to complete the installation, a process Neil describes as "flawless and fast." And it proved an excellent decision, further cementing the idea for Neil Taylor that

Kalehurst had to be more forward-looking and open to new technologies.

”

Colin recognised that having a good dealership management system with a good accounts package enables you to understand your position. In other words, you know where you are. And once you know where you are, you can see clearly where you're going.

Chris Payne, Financial Director

Smart Ag Services

SMART AG SERVICES

CASE STUDY



Customer Profile:

- John Deere agriculture machinery dealer
- 18 years in business
- 56 employees
- 3 depots
- Ibcos customer since 1998

DEFYING DOWNTURN WITH HELP OF IBCOS GOLD

Established in 1998 by former John Deere employee Colin Smart, **Smart Agricultural Services** (Smart Ag for short) quickly became the go-to Sales, Parts and Service company for John Deere & JCB agricultural machinery in Dorset. Since then, Smart Ag has gone from strength to strength, setting up branches in Cheddar and Nether Stowey, expanding its business into Somerset, Avon, East Devon and South West Wiltshire, and consolidating its reputation for providing superb customer service.

With three depots, 56 employees and **countless satisfied customers**, Smart Ag's journey has been one of consistent expansion and exponential success. And with it, every step of the way, has been Ibcos Gold – an absolutely integral tool for ensuring smooth business operations.

FROM THE VERY BEGINNING, SMART AG & IBCOS GOLD MADE AN UNBEATABLE BUSINESS TEAM

“When Colin Smart set out on his own almost two decades ago, selling and servicing John Deere machinery across Dorset, he was already very much aware of the benefits of Ibcos Gold.

One of the things he knew from experience was that it was simple to use, and for a technophobe such as himself, user-friendliness was high on his list of priorities. So, as soon as he founded the business, he had Gold installed.

Another priority is an excellent accounting package. Colin knew that this would allow for easy understanding and almost instantaneous clarification of his company's financial position. He also knew that a clear view of the present was essential if he was to have a clear plan for the future.

Once Smart Ag was up and running – selling and servicing John Deere machinery – it quickly became clear that what made this company stand

out from the competition was its remarkably high level of customer service. From the very beginning, Colin had always been dedicated to ensuring an unbeatable customer experience.



Brand-new John Deere combines awaiting maintenance.

He understood that if you make your after-sales service a priority, sales become much easier. So, speedy service and round-the-clock availability was always crucially important. Thankfully, Gold was on hand to ensure that Smart Ag kept on top of its customers' requirements, making a personalised and dedicated approach a matter of course.

These days, with his business having grown beyond his wildest dreams, Colin is still just as passionate about service and getting the customer back up and running quickly as before. That's why when the office is closed, calls are routed to his phone in case there's an emergency. Panicking customers are often shocked – but always deeply grateful – when Colin picks up the phone at 4 am.

Now that he has other staff to take the pressure off him, Colin's use of Gold is mostly limited to the Document Management System, where he presides over inventory and deals, as well as the business paperwork in general.

For the past 18 years, Ibcos Gold has grown and developed alongside his own company, and that today, it's just as essential and beneficial as ever.

EMBRACING CHANGE & GENERATING ORGANIC GROWTH

By the end of 2010, Smart Ag had undergone some major expansion, not least in November of that year, when it joined forces with Ashworth Farm Machinery in Somerset.



Colin Smart, the Founder

In 2012, as the business continued to grow and cash flow became more critical, Chris Payne was brought on board, initially as the Financial Controller. His role at first was primarily to oversee the accounts and control end-of-year adjustments, but as Smart Ag's expansion continued, his role became more involved.

Now, even as a relative newcomer to the business, Chris has seen a lot of changes in his time. He also appreciates how the business has grown historically and how the Ibcos management system has played an important role in that evolution.

“When the business was originally set up,” he says, “we didn't have a lot of faith in multi-depot dealers, which is why a lot of work went into making sure this location served its territory well, which it did, quite successfully.”

“Previously, technicians came in on Monday morning to collect parts, and then for the rest of the week, they worked remotely in their own territory. That was how we served the area with one location.”

“When you get to a certain size, however, you realise there is a benefit of scale – you can centralise functions and costs and not double up on certain areas. Using a dealer management system like Gold helps you do that. Also, there's a better geographical spread of your engineers, which means you can service the customer a lot quicker and improve your reputation as a dealer. That's one of the ways we generated organic growth in the market.”

“At the end of the day,” Chris says, “if you can provide customers with a solution to their problem as well as an affordable price, then you're doing an excellent job, and you're likely to expand.”

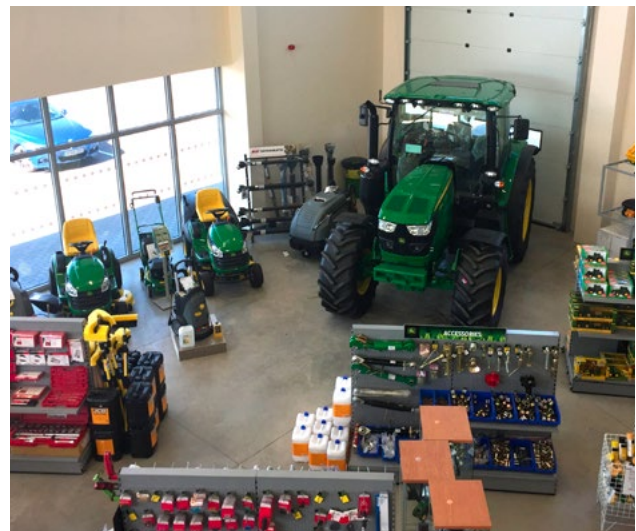
AN ONGOING RELATIONSHIP: SMART AG SERVICES' FUTURE WITH IBCOS GOLD

Clearly, Ibcos Gold's role in the evolution of Smart Ag has been integral. From the very beginning, through the first decade of expansion and the merger in 2010, Gold has been there, ensuring that things ran smoothly. In times of great change, Smart's customers didn't notice a thing, except of course, consequent improvements in service.

But what of the future? Unsurprisingly, neither Colin Smart nor Chris Payne would dream of changing a thing. They both know that a technological strategy has to evolve alongside a thriving company. That's why Smart Ag is looking to implement the Ibcos Gold Workshop Scheduler module.

As Chris Payne explains, "This will provide us with better staff management by showing us not only our engineers' diaries, but also a record of all booked jobs.

"We're looking to integrate the new module in two stages. First, we'll have trackers installed in



The showroom

vehicles, so we know where our engineers are at any moment. Then, once everyone is used to that, we'll move on to integrating the Workshop Scheduler module."

So far, the relationship between Smart Ag and Ibcos Gold shows no signs of slowing down.

Rather, like all good relationships – and let's face it, better than most – it will continue to thrive for the foreseeable future.

"I would say that using Gold is critical for managing your business effectively. You need to be aware of where you are and how you're doing on a regular basis, and Gold, when used well, gives you exactly that. For us, in addition to an excellent overview of our business at any moment, Gold provides a very good vision of the future."

Chris Payne
Financial Director

”

We would never have been able to manage our expansion so easily without Gold.

Amy Nocetti, Director/Commercial Sales

Winchester Garden Machinery

04

WINCHESTER GARDEN MACHINERY

CASE STUDY



Customer Profile:

- Commercial and domestic groundcare machinery dealer
- 46 years in business
- 50 employees
- 4 depots
- Ibcos customer since 2000

BEATING ONLINE & OFFLINE COMPETITION

Winchester Garden Machinery (WGM) is one of the UK's largest specialist dealers of commercial and domestic machinery, providing customers across the country with some of the best names in the business, including Honda, John Deere, Stihl and Husqvarna. With close to 50 years of experience, 50 employees and now four depots across the south of England, WGM is a family-run business that values close face-to-face relationships with its customers.

WGM has a thriving online business that runs alongside its offline activities. In addition, spread across its four separate retail locations are a domestic garden machinery dealership, a specialist commercial and groundcare team as well as an arboricultural department – not to mention a full workshop and spares support. Keeping on top of all these activities would be difficult, if not downright impossible, without the best management software. Thankfully, WGM has been using Ibcos Gold since 2000.

HOW GOLD HAS HELPED WINCHESTER GARDEN MACHINERY MANAGE EXPANSION

WGM was founded 46 years ago by friends and colleagues, Andrew Hoskings and Robin Nettle. While working together for a garden machine manufacturer, they took to repairing local people's machinery in their spare time.

Due to a considerable number of calls for their expertise, they decided to set out on their own. This venture turned out to be a success. Then, as their business continued to grow, they rented a small unit to deal with the increasing demand.

Since then, their expansion has continued apace. Having rented properties for many years, in 1999, they bought their first premise in Winchester, and today, they have four sites across Hampshire and Berkshire, specifically in Winchester, Liss and Sunningdale.

"It is this personal approach that sets WGM apart from many of its competitors, and inspires great pride and loyalty in both customers and staff. Many of WGM's new customers discover the business through word of mouth, and once they experienced what WGM can offer for themselves, they become the next wave of advocates, bringing more customers in turn."



Despite its exponential growth, WGM has remained as focused on its customers as it was in the very early days, when it was just Andrew and Robin fixing mowers.

They both still make a point of getting to know their customers personally – they know what products they've purchased, where they're based, which machines have been serviced and more.

Many of WGM's employees have been with the company for decades, some from the very

beginning. The WGM staff is particularly proud of having kept the business up and running, and consistently doing well and growing, with no redundancies, for almost half a century.

One key thing that changed on WGM's gradual ascent to the top of its industry was the management software it's used. Prior to 2000, it was using a system that was not adjusting to the changing times.

Thankfully, WGM found Ibcos Gold, discovering that it was a lot more relevant to its business. The fact that Gold had been designed by a person who worked in the industry was clear from the start, and it made a huge difference.



Winchester's new warehouse

MOVING WITH THE TIMES: ONLINE & OFFLINE IN PERFECT HARMONY

Instead of simply listing its products, WGM decided to embrace the Internet wholeheartedly and set up two separate online businesses – Mow With Us and Forest and Arb. The second business is dedicated to “all your forestry and arboricultural needs,” which includes everything from machinery to specialist clothing and climbing equipment. Gold has been essential in keeping track of the wide variety of inventory.

“It's part of the nature of the products we sell that you need to be able to interact fully with your customers,” Amy explains. “Our website encourages potential customers to get in touch, so we can talk them through our online product selection on the phone. We also encourage them to get a feel for the product before they buy it. We do this by demonstrating the product in person at the store.”

For Amy Nocetti, the Director of Commercial Sales for Winchester Garden Machinery, it was important that WGM's online presence was not just a site to sell things, but more of a reflection of her business as a whole – it had to be warm and welcoming, putting people first. So, in addition to being a virtual showroom and online catalogue, it's a place where personal relationships are encouraged.

This refusal to let the Internet function merely as an impersonal sales tool is deeply aligned with WGM's customer service ethic. Gold has been critical in allowing WGM to keep all of these different aspects of its business functioning in perfect harmony.



Inside the brand new warehouse

“We listen to our customers,” says Amy. “We understand what they need and make absolutely sure they choose the product that meets their specific requirements perfectly. Garden machinery is a big purchase, and it’s important to us that our customers get it right.

HOW GOLD’S REPORTING CAPABILITIES HAVE TRANSFORMED WGM’S WORKING PRACTICES

Reports are key for an operation the size and scale of WGN. Gold generates reports, for example, that focus on specific departments – Sales, Parts, Aftersales and so on – to pinpoint exactly how each of them is operating within each depot. This information is invaluable, and the WGM management team makes a point of analysing it on a monthly basis.

“We use various reports that show us exactly how the business is doing,” Amy explains. “They show us, for example, how many units of a specific item we’ve sold over a period of six months to a year. This kind of information is crucial during the winter season, when we’re planning stock orders for the coming year.”

With such a high turnover of stock, orders are constantly being placed and stock is always on the move – knowing where it is and how each depot is performing with regard to it is essential. “It’s also great to be able to generate and download reports on the sales of specific parts or from a particular manufacturer,” Amy explains. Most importantly, Gold allows WGM to focus on profit, by turning to its customer reports to



analyse how much each customer has spent over a certain period of time. And when WGM wants to see how its sales reps are performing, Gold can generate reports on that too.

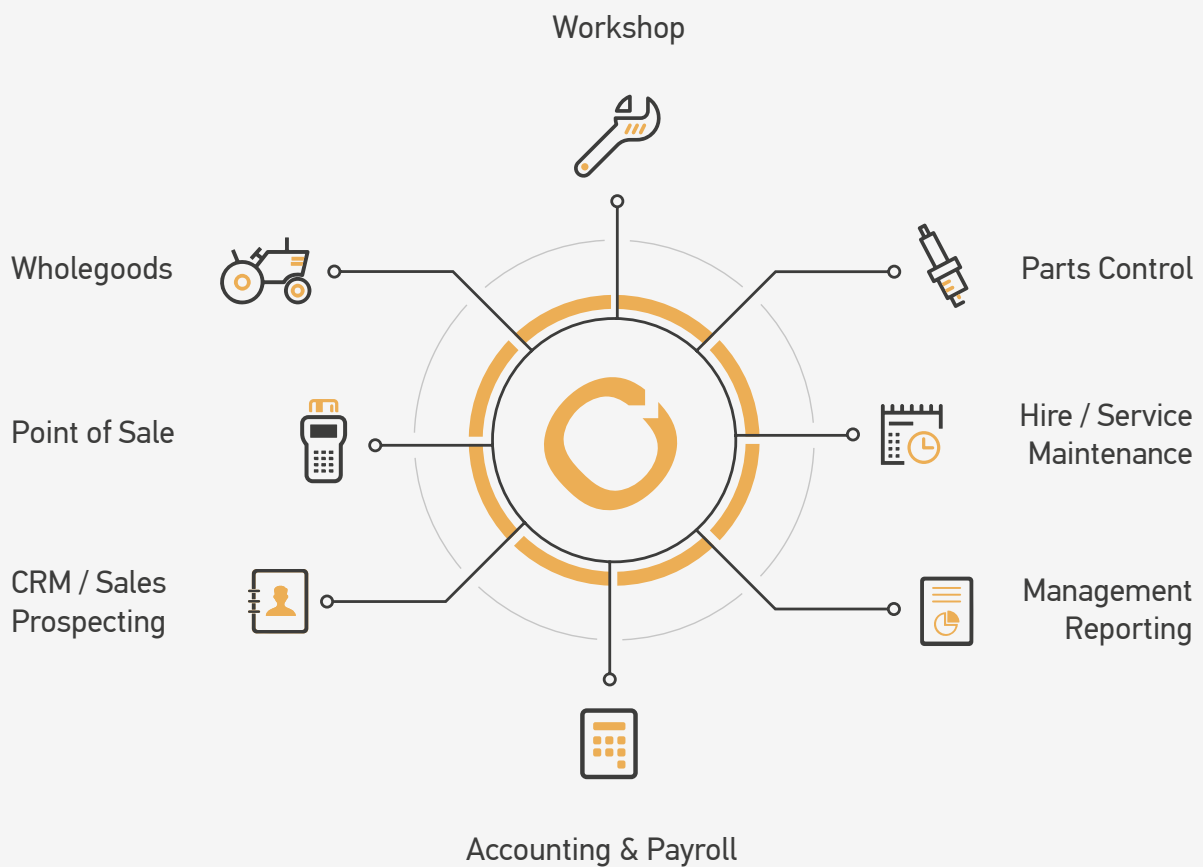
As Amy puts it, “Gold has made it easy for us to manage a growing business.”

As that business continues to grow, WGM’s relationship with Gold is only set to become closer still. “We are thinking of implementing Gold CRM and better use of the doc store facility where invoices can be scanned directly to the Gold system. John Deere has strict guidelines about going paperless, so this will save us printing time and decrease paper consumption.” So, the future is bright, increasingly green, and naturally, Gold all the way.

“If issues happen to arise with customers or their orders, every order is initialed by the salesman, so Gold enables us to resolve the issue quickly and easily.”

Amy Nocetti
Director of Commercial Sales

All-in-One Dealer Management System



ibcos

A Constellation software company

The only software you'll ever need to run your entire dealership





Ready to Gain Control of Your Dealership?

Switching to a new dealership system is not an easy decision to make.

We've helped many dealers like you make the transition from other systems to Ibcos Gold. The unique needs of these dealers have been incorporated into our thorough training and implementation approach.

We also hire industry talent to work in our Professional Services and Support teams. Our staff understands your day-to-day and long-term strategy, and will be there to assist you with any of your business needs.

Ready to run your depots with one system?
Ring us today!

+44 (0) 1202 714200

ibcos

A Constellation software company

About Ibcos

For the past 38 years, Ibcos has helped agricultural, groundcare and construction dealers manage their businesses efficiently with Gold, a powerful platform built on industry best practices and standards.

By transitioning to our dealership management system Ibcos Gold, you can monitor your financial performance in real-time, and plan for the future with confidence





For more information on Ibcos Computers Ltd.,
please visit www.ibcos.co.uk.

To get in touch with us, please email us at
sales@ibcos.co.uk or ring us at **+44 (0) 1202 714200**