



Dovetail Office Furniture

Dovetail Contract Furniture (*Office Furniture*)

Dovetail is a service-based office furniture dealership. They offer furniture from leading European Manufacturers such as Knoll, Maine Engineering, Fritz Hansen, Klobner and Vitra. It started ten years ago and since then they have been Knoll International's largest reseller in Europe. Dovetail also supplies StoraGwall, a wide range of loose furniture with custom-made options.

Dovetail are a wholly-owned subsidiary of the £7.1 billion-turnover WPP Group of Companies. It 's the largest marketing services group and as a result of its relationship to the Group, it provides customers and suppliers of Dovetail with additional security.

The Dovetail service combines the benefits of a single solution with the maximum flexibility of choice and availability to their clients. They have the long standing industry experience in both project management and post installation services.

Their designers use leading-edge CAD hardware and software which supports the architecture and design community. Dovetail plan every stage with impeccable details to ensure the quality of installation and service. They act as a conduit between client, manufacturers and contractors and take responsibility for all aspects of project implementation.

Bruce Taylor, Finance Director at Dovetail, needed to upgrade their accounting system but did so with caution. It was imperative that all aspects of the new system would be examined to ensure that all 12-users within Dovetail would be satisfied that it met all of their individual requirements and in particular that the specific reporting could be achieved.

Job Costing was of crucial importance to Bruce, who invested substantial amounts of time both with us and independently, testing the systems functionality to its limits and has in turn benefited from the fruits of his labour.

Bruce Taylor, Finance Director for Dovetail chose the following solution for Dovetail Contract Furniture in March 2002:

Exchequer Enterprise Accounting Solution – 12-user Client/Server Multi-Currency Financial Modules (Sales Ledger, Purchase Ledger, Nominal Ledger incl. Cashbook and Invoicing), Sales & Purchase Order Processing, Project, Job & Time Costing, Report Writer, Paperless Module, OLE SavePack, ASCII Import Module and BACS Plug-in.

And had this to say:

"I felt comfortable with Whitegate because you were honest about your weaknesses, proposed credible solutions, were locally based and willing to negotiate on the financial deal. At the time I would have considered buying direct, depending on the cost implication. That, however, would have been because I had no experience of the additional value that could be added by a reseller.

The most exceptional part of the sales process was its customisation. You listened to my exact requirements and responded in such a way that demonstrated that you had understood and the training was customised likewise. Other Strengths include: Speed of

response, Making sure each question receives the best possible answer, and a culture of simple, effectively administered, professionalism."

Bruce Taylor, Dovetail Contract Furniture Ltd