

Ambient Pressure Diving Ltd

As a major supplier of diving equipment to the international market place, we had taken the decision to launch a website to accept and acknowledge orders from existing and prospective trade and retail customers. We had the internal expertise in website design and knew exactly what we wanted to achieve. We had already implemented Sage Line 500 to handle the financial, distribution and manufacturing operations within our business.

The process required was as follows: first, to place our selected stock onto the website. Then, as orders are created, the customer should be acknowledged and the order transferred to Sage where held sales orders would be created. The stock allocation and despatch process was to be a manual operation, along with the invoicing. When the order status changes, the order was to be resent to the website once only and the website should then generate another email to the customer advising that the product had been despatched. Stock updates to the website and order downloads from the website were initially scheduled for every hour.

Selecting a cost effective method to transport the data to and from Sage Line 500 and the website was resolved after a meeting with Carlins Software Solutions Ltd. The ThinkLink and TextGen software were remarkably simple to install and implement. They generated the files for loading to the web site and handled the integration from the website to Sage Line 500 Sales Order Processing and Stock Control with amazing ease.

After the minor problems of control characters in the files from the web were identified and rectified, the system has been operationally trouble free since installation in 2007. It fulfils the original requirement and is flexible for any future requirements without resorting to program changes.

Jeff Parker
Marketing Operations Manager
Ambient Pressure Diving Ltd