



Unit 2, Redwall Close
Dinnington
Sheffield
S25 3QA

Tel: 01909 566587

E: johnheeley@1stinrail.co.uk

To Whom it may Concern

DocuStor SageLink

As a business we operate in the Railway industry but many of our activities are akin to traditional construction operations. Our finance systems reflect this in the way that we are heavily reliant on project costing to monitor our profitability; moreover we are a group of 5 companies now with 4 smaller subsidiary businesses offering specialist services such as signalling that are auxiliary to 1st Inrail. The 1st Inrail Group now trades in excess of £20m turnover per year.

I was looking for ways to improve our supplier ledger data capture and storage to better serve our commercial team and their need to monitor projects (which almost always involved retrieving our supplier invoices). I was aware of products that were able to attach scanned documents from within sage but they didn't allow external finance personnel to see them and were of no real use.

I became aware of SageLink and DocuStor in September 2014. I was impressed with Bob Darby and his product which seemed to offer up the perfect solution, and we set about testing and installing SageLink in two of the subsidiary businesses with immediate success. We were also able to get the software tailored to our own needs during this time which helped streamline our process even further delivering exactly to our needs.

We are now rolling out the software across the group. Having used the software extensively I can outline the benefits to our business as follow;

- A dedicated operator in Bob Darby who will not stop until we as a client are 100% happy and this includes support for all manner of queries, no problem is too small.
- An input process that is certainly no longer than the traditional method of input but which at the same time places that supplier invoice in the cloud for access by any approved users.
- We can attach timesheets, delivery notes and all manner of relevant information to the supplier invoice for future reference.
- The cloud search itself is tailored to our business needs, moreover we have been able to utilise a field for our order number (which does not pass into the finance system) that allows our procurement team to participate fully in the software just by searching on their order numbers.....this method of self-help across our business saves the finance team considerable time as the requests for supplier information have virtually dried up.



ID 24227

- We are now using templates which allow us to target those suppliers that represent significant invoice volumes. Three of our suppliers represent nearly 25% of our throughput and by creating templates our processing times have been slashed. Moreover the information once validated is always more accurate and more detailed as one of the more subtle advantages of this system is that detailed supplier descriptions and product information that would normally take too long to type into sage can be read by the OCR and passed across with one click. Any sage reports now clearly and better identify exactly what the expenditure was for.
- Our users include; our Managing Director who can access the data when visiting subsidiary businesses, our commercial team, our procurement team and the finance team. There are many other applications for the cloud data that include Audit compliance testing and VAT inspections.

I fully expect that the software when fully implemented will save us the additional overhead of one full time member of staff for the foreseeable future. We can now process quicker with a higher degree of accuracy whilst at the same time providing access to documents in a searchable database accessible from anywhere an internet connection exists.

John Heeley
Company Accountant



Corporate Directorate



Merlin DMS Ltd
Unit 3
52 Victoria Road
Aldershot
Hants
GU11 1SS

Please ask for: Barry Wilkinson
Direct line: 01473 826659
Fax number:
Your reference:
Our reference:
E-mail: Barry.wilkinson@babergh.gov.uk
Please reply to: Barry Wilkinson

Date

Dear Bob

I am pleased to be able to provide you with the testimonial below in respect of the excellent work you have carried out for Babergh and Mid Suffolk District Councils.

Babergh District Council and their neighboring Mid Suffolk District Council are currently in the process of integrating their services in the drive to reduce costs. As a result, much of the existing data is being merged and part of that process is scanning old documents into an easily retrievable format from any location.

We received a proposal from Aldershot-based Merlin DMS offering a low-cost pilot to scan some of our voluminous files and upload them to its cloud-based DocuStor digital archiving system. We decided proceed with the pilot scheme using a sizeable amount of Babergh files being converted to this format.

The new system gave excellent service and quality of image that was welcomed by staff as fast and effective. It was also extremely user-friendly. On the rare occasion we have had to call for assistance, the response from Merlin has been prompt and efficient.

Further pockets of files were subsequently scanned with equally satisfactory results and following this our partners at Mid Suffolk District Council have now had all their old Building Control microfiche converted to digital format. They have been equally pleased with the whole process.

We would happily recommend Merlin and its DocuStor system to anyone who is looking at moving to electronic archiving of their paperwork.

Regards

Barry Wilkinson

Babergh District Council
Council Offices, Corks Lane, Hadleigh, Ipswich, IP7 6SJ
Telephone (01473) 822801
Facsimile (01473) 825742
Minicom (01473) 825878
DX 85055 Babergh
www.babergh.gov.uk

Mid Suffolk District Council
Council Offices, High Street, Needham Market, Ipswich, IP6 8DL
Telephone (01449) 724500
Facsimile (01449) 724627
SMS Text Mobile (07827) 842833
www.midsuffolk.gov.uk

Strategic Director (Corporate): Andrew Hunkin
Head of Corporate Organisation: Peter Quirk **Head of Corporate Resources:** Katherine Steel
Chief Finance Officers (S151): Katherine Steel (Mid Suffolk), Barry Hunter (Babergh) **Monitoring Officer:** Esther Thornton

To whom it may concern

Majestic Wine Warehouses' head office in Bushey, Herts had been operating a document management system for some 10 years. Although it served its purpose admirably, it was beginning to creak and when we started to migrate to Windows 7, we found it wouldn't work at all. Bob Darby, Managing Director of Merlin DMS, who had supplied the original system, proposed that we adopt their new DocuStor web-based solution and provided a good demonstration from samples of our own documents.

The basic package that was on offer didn't quite fit the bill and a list of customisations was drawn up and Merlin came up with a quote that matched our business requirements. The other stipulation was that we did not want to rely on a cloud based system, which meant setting up a Linux server for which we had limited in-house expertise.

The first job was to convert all the legacy data to a form that could be imported into the new system and for this, Merlin provided us with a portable hard drive onto which we copied our entire 40gb library. We then sent it to them for the conversion process.

We supplied Merlin with a new server which was uploaded with the programs in accordance with our requirements, and the converted data. All was fully tested and data integrity checked before the whole thing was delivered to us ready to plug into our network and it worked first time.

A further requirement arose when our new finance system provided a facility for a document link. Merlin provided the necessary amendment which would allow us to launch DocuStor from a transaction screen with the relevant document open.

Although familiarisation training was given from simple searching right up to installation of program amendments, the whole thing was user-friendly and highly intuitive at all levels. From placing the order to full installation took just six months and two months later the old system was confidently switched off.

Product, execution and support were all first class and Majestic would unreservedly recommend Merlin DMS to anyone who wants an electronic document management solution.

Nick Workman

IT Projects Manager

Majestic Wine Warehouses Ltd

Majestic House
Otterspool Way
Watford
Hertfordshire
WD25 8WW

Tel: (01923) 298200
Fax: (01923) 819105
Email: info@majestic.co.uk



majestic.co.uk

Registered Office:
Majestic House
Otterspool Way, Watford
Hertfordshire WD25 8WW
Registered in England: 1594599
VAT No: 563 0589 32



HOME OWNERSHIP & TMI DIVISION

Direct Line: 0207 525 1412

Direct Fax: 020 8929 9387

Our Ref: EDMS/Halpin

Your Ref:

To Whom It May Concern,

Re: Merlin – Document Management Solutions

Southwark Council manages approximately 14,350 properties sold under various schemes including “Right to Buy” and “Social Homebuy” and in total the Council has a total stock of just over 50,000 properties.

In recent years the Home Ownership & Tenant Management Initiatives Division (HO&TMI), has ensured the focus is on optimising paper storage, retention and electronic filing through ‘Paper-lite’.

Based over two office locations, storing and accessing our paper records has become problematic in particular where there are auditing requirements and data security is imperative. The HO&TMI have in excess of 14,000 property files retained at one of our offices, but more than half of our staff work out of our corporate office.

Merlin Document Management Services Ltd were commissioned to carry out an assessment of the HO&TMI’s electric storage requirements, won the tender and commenced work on our solution in late 2009.

The DMS solution provided by Merlin has been a huge success. We have never experienced any outage problems with accessing our information and the turn around for scanning, indexing and having the files available to view on line has been second to none.

The HO&TMI division would not hesitate to recommend the services of Merlin DMS Ltd.

Paul Halpin

Revenue & Income Manager

Home Ownership and Tenant Management Initiatives Division

376 Walworth Road

London

SE17 2NG

Tel: 020 7525 1412

Fax: 020 8929 9387

Email: paul.halpin@southwark.gov.uk



To whom it may concern

Since our formation in 1994, CGL has become an award-winning geotechnical and geoenvironmental consultancy. In order to protect vital information and reduce storage requirements we have pursued a program of having our voluminous project files scanned. The CD-based Alchemy system we have used from the beginning, although adequate, could be a bit difficult to administer and from a future perspective looked doomed as it was incompatible with Windows 7.

Last year, our scanning bureau, Merlin DMS, suggested we look at their new web-based system, DocuStor and converted some old records from the Alchemy system. We were immediately impressed by its simplicity and asked Merlin to convert our existing stock of CDs to the new system.

Security was provided by confidential password controlled log-in and enhanced with banking-level encryption. Highly sensitive documents like personnel records are included but in a separate user group restricted to senior staff who have a separate log-in.

A new challenge faced us when contemplating a move to new premises – what to do with the multiplicity of boxes of old documents that pre-dated the scanning program, for which there would be insufficient storage.

Although the documents were quite old, due to the nature of the construction industry, the ability to reference these documents in the future was critical. We commissioned Merlin to relieve us of the burden of storing them and carry out a program of bringing them into DocuStor over a period of time and to a controlled budget.

The exercise has proved a complete success and we would have no hesitation in recommending Merlin's scanning service and its DocuStor system.



Alison Willis, Associate Director
Card Geotechnics Limited



(SHI) CRYOGENICS OF EUROPE LIMITED

A Subsidiary of Sumitomo Heavy Industries, Ltd.

3 Hamilton Close
Houndmills Industrial Estate
Basingstoke, Hampshire
RG21 6YT England

Telephone
+44 (0)1256 853333

Fax
+44 (0)1256 471507

Website
www.shicryogenics.com

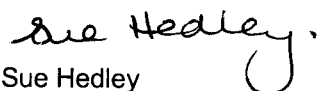
To whom it may concern

For the last 10 years, Sumitomo (SHI) Cryogenics of Europe, have kept their paperwork down to a minimum by having Merlin DMS scanning them. The CD-based Alchemy system, although adequate once update disks were uploaded, could be a bit difficult to administer and relied on IT resources that were often in scarce supply.

At the beginning of last year, Merlin suggested we look at their new web-based system, DocuStor and converted some old records from the Alchemy system. It was an immediate hit with us as everything was available to us without any setup on our part and we asked them to convert all our backlog. An added bonus that we found with this was that the different databases were consolidated so that we were able to find things more easily.

Security was provided by confidential password controlled log-in and enhanced with banking-level encryption. Highly sensitive documents like personnel records are included but in a separate user group restricted to senior staff who have a separate log-in.

DocuStor has proved a great success and we would have no hesitation in recommending Merlin's scanning service and its DocuStor system.



Sue Hedley

Company Secretary



Certificate GB005/52016



Certificate GB08/75202

Registered Office: As Above.
Registered in England No. 1695258

From: Carrie.Crane@sita.co.uk [<mailto:Carrie.Crane@sita.co.uk>]

To: Bob Darby

Subject: Re: FW: Document Management

Good Afternoon Bob,

Thank you for chasing me this morning, I so wanted to give you the good feedback but as you said it has been a bit hectic and so you were slipping down the list which would be a shame.

Ann and I loved the system, the clarity of the scanned documents, even those that are so hard to photocopy was superb.

We found it easy to use, simple to navigate and all the search criteria meant that we were able to search a number of different ways for a ticket etc, which is excellent and especially useful when looking for an aged ticket for a customer query.

I was so pleased to hear that you could add in our prefixes, as I said it would never have been a showstopper but certainly would be easier to roll out as our administrators are trained to search this way on our in house system.

I look forward to seeing the proposal and wish you luck with Mike Weaver.

Kind Regards

Carrie

Carrie Crane

Depot Manager
SITA UK
Station Road West, Ash Vale
Aldershot, Hampshire GU12 5QD
United Kingdom

Phone: +44 (0) 1252 894640
Fax: +44 (0) 1252 518619
Website: <http://www.sita.co.uk>



To whom it may Concern

DocuStor Helps Crosswater Conquer Paper Mountain

Leaders in bathroom design, Crosswater Limited has been welcomed by the specialist bathroom retailer market since it was established in 1998. Excelling with a vast, exciting and innovative product range has led us to become one of the most pioneering companies in the UK with three distinctive and prevailing brands: Crosswater, Simpsons and Bauhaus.

With success came a big problem: PAPERWORK – mountains of the stuff – much of it that needed to be kept for a number of years for legal and contractual reasons. With the planned move to our new automated warehouse and offices, we felt this needed to be addressed, starting with the thousands of purchase invoices received each month for processing through our Sage 1000 ERP system.

As a first stage, we decided to keep the process as it was, up to the stage the data went into Sage, then link it with a scanning process to digitise the paperwork and store the images electronically. DocuStor showed us their eponymous electronic document archiving system - it appealed to us for its simplicity and its ability to integrate with other applications without incurring. Working with Pinnacle, our Sage 1000 support team, they created an interface program that took data from the currently selected purchase ledger record and processed it in real time with the image created by scanning the paper original invoice into their Evo2 version.

For hardware, they recommended and supplied Kodak i2600 scanners that had speed sufficient for the job, but also had superb built-in image enhancement – essential for some of the invoices of indifferent quality we often receive. They also supplied a Docustor PnG Server with the storage and retrieval software preloaded so it could be plugged into our network and used almost immediately with little attention.

Experience of operation has been excellent with retrieval of documents by hot-key direct from Sage or by interrogation using the DocuStor interface accessed through our intranet. The power of the system was demonstrated during a recent VAT inspection where the speed of satisfying the officer's demands contrasted with the slow trudge through masses of paper for the pre-DocuStor invoices.

Crosswater Limited
Lake View House, Rennie Drive
Dartford, Kent, DA1 5FU
Company No. 03619276

Tel 0845 873 8840 fax: 0845 873 8841
Email sales@crosswater.co.uk
www.crosswater.co.uk

Registered In England No. 03619276
Registered Office: Lake View House,
Rennie Drive, Dartford, Kent, DA1 5FU

crosswater^x simpsons^x bauhaus^x



We will be looking to expand the use of this remarkable business tool to other areas of heavy document accumulation, and would happily recommend DocuStor to anyone who has a similar problem.

Tim Powell

Finance Director

Crosswater Limited
Lake View House, Rennie Drive
Dartford, Kent, DA1 5FU
Company No. 03619276

Tel 0845 873 8840 fax: 0845 873 8841
Email sales@crosswater.co.uk
www.crosswater.co.uk

crosswater^x simpsons^x bauhaus^x

Registered In England No. 03619276
Registered Office: Lake View House,
Rennie Drive, Dartford, Kent, DA1 5FU

28 May 2015

To Whom it may Concern

DocuStor Solves a Massive Storage Problem

Redmond Associates have been a successful surveying practice for over 20 years, with projects ranging from ancient monuments to modern state-of-the-art constructions. In that time, we have accumulated vast quantities of paperwork filling some 200 boxes that were consuming valuable office space. We could not throw anything away, as the buildings we have advised on will be standing for many years, and we have potential liability if anything which went wrong if we could not prove we had performed to the highest professional standard.

We contacted DocuStor who offered us a low-cost cloud-based solution, that was, nevertheless, easy to use and scalable to handle the vast volume of documentation. We have been using their product for over three years and have made a huge dent in our archives – the best part of a million pages have been digitised and stored in the cloud.

The system is very reliable and provides a fast search and retrieve facility. On the rare occasion that something has gone wrong, usually a break in our rural internet connection whilst processing a batch, DocuStor has responded in a timely fashion to get us back up and running.

I would have no hesitation in recommending DocuStor as a solution to anyone that has a major paperwork problem.

Yours faithfully



MICHAEL J REDMOND, BSc (Hons) MRICS
for Redmond & Associates



1A Auchencar Drive, Kilmarnock KA3 1PX
Tel: 01563 542342 Fax: 01563 573023
www.gracelandnursinghome.com
info@gracelandnursinghome.com

To Whom it May Concern,

DocuStor SageLink Streamlines Purchase Invoice Processing

Graceland Nursing Home has been offering top-level professional residential care for over twenty-five years in the Kilmarnock area of Scotland. In order to keep focus on the needs of our residents, it is essential that we ensure administration is kept as streamlined as possible and to this end, we have invested in the leading UK accounts package, Sage 50. This took care of most financial processing, but the one area that still required a lot of paperwork and manual entry work was dealing with supplier invoices.

Suppliers follow their own rules – not ours. So the invoices are all shapes and sizes of varying numbers of pages and print legibility, hard-copy or electronic, with essential information in random locations. We still had to locate this information on each, enter it into your accounting system, then file away the documents so they can be quickly and easily retrieved at any time in the future.

We heard about how SageLink, from cloud archiving experts and certified Sage developers, DocuStor, could combine these activities into a single operation and we were interested in whether it could save us time and effort. It exceeded our expectations by not just reducing data entry to a minimum, but automating much of it with a simple point and click action on that bit of the scanned image that contained the information we wanted to capture.

With the success of this first stage, we are now looking to further improve efficiency by utilising the in-built facility to totally automate the processing of invoice batches from our principle suppliers.

Purchase invoices are a chore and for any Sage 50 user that wants to lighten the burden, we would strongly recommend considering DocuStor SageLink as a means to that end.

Kind regards,

Gavin Williams
General Manager

To Whom it may Concern

Versatile Document Archiving Solution from DocuStor

Founded 70 years ago, Stewart Plastics is the UK market leader in the manufacture and supply of technical plastic moulded products for the gardening, home and professional catering sectors.

As part of this success there has been a growth in paperwork and a decision was made to review our current scanning requirements.

It transpired that our original software product was no longer being supported and this lead us to sourcing a new supplier.

We contacted Merlin Document Management Solutions who informed us that they had developed an alternative, DocuStor, that would have more or less the same functionality as our current product, but being cloud-based, would be future-proof.

We went along with their proposal and found the transition to the new system quite simple. It is user-friendly both to keep up to date and to retrieve archival documents. We found it extremely versatile in the way it allowed different document types to have their own indexing structure for fast and accurate retrieval.

We would recommend anyone who is considering a program of archive digitisation, or changing from an out-dated system, to give consideration to this well-designed package.

Kind regards



Shain Allen
Financial Controller