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***Delcran Business Software***  
***World Class Solutions for Manufacturing & Distribution***

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# Delcran Business Software

## Company Profile

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### **Mission Statement**

Our mission is to produce easy to use, well supported Business Management Systems. Our primary goal is total customer satisfaction and establishing long-term business partnerships with its customers.

### **Who are we**

Delcran is a company that develops high end ERP management solutions aimed at high performance Manufacturing and Distribution companies. We handle all aspects of the design, development, testing, installation and support of our products direct to our customers - after all we know our software better than any dealer or other third party.

Delcran software has been around since the early 1990's many of our original clients still use our systems proving that our ongoing program of R&D ensures that our software continues to move forward to meet ever changing business requirements.

### **Customer Service**

Customer Service is a vital component to the success of any system. At Delcran we take support very seriously, we provide telephone support as a first level, if we cannot resolve any problems over the phone we will use a remote desktop link to attach to your system and resolve the problem this way. Support is so important to us that in the unlikely event that either of the above have not resolved an issue with our software, we will arrange with you to come on site and do whatever is required.

### **What We Offer**

- Delcran's advanced ERP Solution is designed to maximise operational productivity, reduce costs and improve overall customer service and profitability. By integrating Sales, Scheduling, Planning, Purchasing, Stock, Production and Finances, companies achieve significant improvements in Corporate Performance & Success.
- Installation strategy and planning.
- Data Conversion
- Full training at installation - ongoing training and refresher courses when required.
- Front Line Support - telephone and Remote Desktop

### **Your Benefits**

- We have many years experience in a variety of market sectors, we are happy to share this with our customers to ensure ease of implementation and ongoing satisfaction.
- We provide full product support. This includes front line telephone hotline and system maintenance using remote desktop technology. Our support is second to none.
- Statutory requirement changes are provided as part of our standard maintenance contract.

