



DRUM BSS

Cloud-Based Back Office Support

Website: www.drumbss.co.uk

Location: United Kingdom

Integrations: Capsule CRM, DEAR Api, Wms, Xero

DRUM BSS BRINGS INVENTORY MANAGEMENT TO A SMALL TEAM, BUILDING CONFIDENCE AND ACHIEVING RESULTS

THEIR STORY

Drum BSS began as a huge career swerve. Dave Smith left his cushy job as Operations Director and Company Secretary to begin a new and promising new endeavor. He founded Drum BSS to carry his experience as a leader into its own business.

Dave Smith offers cloud-based back-office support to small businesses. This may include book-keeping help through Xero online accounting software, Office 365 support, OneDrive assistance, Sage integration, and more.

Interestingly, while it seemed Smith was so focused on helping key clients, he may have lost some focus on his own internal business management. DEAR inventory management helped get Smith and his small team back on track by providing substantial real-time insights, comprehensive in-house sales invoicing, and other features. Smith took care of his own needs, and his business should flourish because



of it.

He echoed all of this, and more, when we discussed DEAR inventory management with him.



KEY CHALLENGES

- **A lack of staff support** for increased scaling.
- **A lack of focus**, particularly due to inferior or missing client information.
- Most reporting information was **known by one individual**.
- **An aged accounting system**.

KEY SOLUTIONS

- **POs and sales invoices** created on the stock system.
- **Switching from an in-house sales invoicing system**.
- Integrating a **comprehensive reporting functionality**.

KEY RESULTS

- **More confidence** to the staff members.
- **Integration with Xero**.
- **Greater efficiencies**.

THE CHALLENGES

The original challenge began with how the team was going to remove SAGE and integrate DEAR without any loss of data, inaccuracy, or interruptions.

Drum BSS remains a fascinating client. Many of the features provided through DEAR are familiar territory for Dave Smith. He works in these circles. So integrating DEAR was a matter of getting Smith and his small team acquainted with the dynamics of the software and its capabilities.

Smith was aware of this when we discussed DEAR inventory and its impact on his business. When we asked him, right out the gate, how easy it was to install DEAR, he replied with confidence. Very easy- although it helps to already know a bit about software.

He did need some mild support, which we were happy to supply. I requested inform-



THE CHALLENGES

ation on understanding integration with Xero [and] on customising documents- additional to that shown on support site.” Smith was also fond of the built-in support. “I used the helpful videos and tutorials and, having viewed them, didn’t have any problems.”

Of course, Dave comes from this world. He was highly-knowledgeable about this kind of software, so it was a natural fit for him.

It was the challenge of DEAR to identify his needs and make sure he has the tools to resolve them. He needed the full range of modules. He was also very aware that the team lacked confidence to scale up properly. This became a significant issue when Smith wanted to progress with new clients.

Overall, DEAR was a key part in a business process improvement project. These challenges were met and exceeded.



THE SOLUTIONS

“Switching from an in-house sales invoicing system, a spreadsheet based stock system, a PO system based on MS Word, and an aged accounts system has made all the difference to the way the business is managed.”

Smith hit the ground running with the implementation of many different modules. Smith stated, “Pretty much all modules are being used, other than e-commerce integration which will be implemented in slower time.”

Smith had no problem pursuing integration with patience. He was able to practice delicate steps towards his goals, and we discovered when he explained his sales invoicing process. “Some time-saving has been achieved now that POs and sales invoices are being created on the stock system, instead of on completely separate platforms. Plus the integration with Xero saves time. However, more time is now spent on using the improved system. It has resulted in greater efficiencies overall rather than overall time-saved.”



THE SOLUTIONS

This level of awareness is essential. It shows that Smith and his team are willing to put in the time to improve their efficiencies. Instead of direct time being saved, he and his team are able to improve how they do work. It is a key difference which is certain to pay substantial dividends for Drum BSS.

Overall, the most impactful solution was the in-house integration overall. Smith was well-aware of the seismic shift in his company- and how necessary it was. "Switching from an in-house sales invoicing system, a spreadsheet based stock system, a PO system based on MS Word, and an aged accounts system has made all the difference to the way the business is managed."

THE RESULTS

DEAR was just one major part of the puzzle. According to Smith, "Implementation of DEAR was part of a business process improvement project run alongside other improvements."

Regardless, the results are quick. This was especially apparent with Smith's staff. "Using DEAR has brought more confidence to the business and staff that lots more business can be handled, leading to a push for more sales."

He further explained this lack of confidence. "My client used to manage their stock levels using spreadsheets. Most information was known by one individual. Now the stock can be better managed by management, and warehouse staff know what is available, when and where."

This has undoubtedly led to greater efficiency, giving Drum BSS the ability to pro-



vide a superior service. The team knows more. They can respond faster as well as smarter.

Finally, we were most curious about how DEAR most helped the business. He summed it up with concisely. "My client now has a cloud-based, affordable, software infrastructure to help run their back-office operations, leading to more efficiency within the business, and a business-like feel to operations."

"DEAR now forms the backbone of the business operations."





IS MANUALLY MANAGING YOUR INVENTORY AND FULFILLMENT PREVENTING GROWTH?

Leverage the power of multi-module DEAR Inventory Management software to take your business to the next level. We keep the moving parts of your business all in one location, while automating time consuming tasks, whether you are in retail, wholesale, or manufacturing.

Visit www.dearsystems.com to begin a 14-day Free Trial.