



CUSTOMER:

International Jewelry Designs

INDUSTRY:

Retail

LOCATION:

Plantation, FL

SOFTWARE:

Sage 100 Advanced

Southeast Computer Solutions understands that switching business software systems is outside of the jewelry company’s comfort zone.

The costume jewelry business is all about following trends and staying on top of the latest styles. For the company International Jewelry Designs of Plantation, Florida, however, staying on top of the latest business software trends is a lot harder. Luckily, they’ve found a welcome ally with Southeast Computer Solutions, who understands that switching business software systems is outside of the jewelry company’s comfort zone.

Southeast Computer Solutions had implemented International Jewelry Designs’s first system, which was Sage’s MAS 90, all the way back when it was still a DOS program. The design and manufacturing company had found that Southeast Computer Solutions understood them and made them feel like they were part of the family; in fact, Southeast Computer Solutions continues to make International Jewelry Designs feel as if they are the only customer the company has.

SYSTEM OUTGROWN

So when International Jewelry Designs started to outgrow MAS 90 (which had been renamed Sage 100 Standard), Southeast Computer Solutions was right there to transition them to Sage 100 Advanced Edition.

With Southeast Computer Solutions’ expertise, International Jewelry Designs knew that they could continue focusing the majority of their energy on the creative jewelry side of their business and leave the operational software side in Southeast Computer Solutions’ capable hands – after all, Southeast Computer Solutions had been supporting them for 16 years already.

In those 16 years, International Jewelry Designs had found that Southeast Computer Solutions was instantly responsive.

“Southeast Computer Solutions guides the customer through the process of choosing the complexity of a system and what features are necessary to fit each business’s unique needs. They help balance the choice between costs and capabilities – does the business need a good audit trail, strong security, or extra technical support? Southeast Computer Solutions can make it happen.”

Elise Cotter

When International Jewelry Designs purchased a building and had to refurbish the entire interior, team members from Southeast Computer Solutions were on site daily to get everything computer-related up and running.

ACQUIRING A NEW COMPANY

Another example of when a potentially difficult business transition went smoothly occurred when International Jewelry Designs purchased another company located in neighboring Georgia. The acquired company used QuickBooks, so everything had to be converted into Sage's format. Again, Southeast Computer Solutions saved the day by taking on the hefty project and making the conversion happen.



International Jewelry Designs has characterized Southeast Computer Solutions as “ridiculously good.” That’s because Southeast Computers Solutions has been helping businesses implement the right software since 1985; in those 29 years, Southeast Computer Solutions has become intimately familiar with the products they sell and implement. They have seen it all, so to speak, and can quickly answer any question or meet any new challenge.

Southeast Computer Solutions provides advice not only on a business’s existing systems but can also provide guidance with the decision of when to get a new system and which new system to choose. They guide the customer through the process of choosing the complexity of a system and what features are necessary to fit each business’s unique needs. They help balance the choice between costs and capabilities – does the business need a good audit trail, strong security, or extra technical support? Southeast Computer Solutions can make it happen.

International Jewelry Designs loves Southeast Computer Solutions because they know that when software or computer challenges arise, they don’t have to stay after hours to fix them – Southeast Computer Solutions is always there to help. So while International Jewelry Designs shines in the costume jewelry business, they utilize Southeast Computer Solutions because they shine in the software business.



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