

Our customer

gem provide customer contact solutions to a wide range of global clients from their base in Belfast. With 600 employees who work in 30 different languages, they handle telephone, email, live chat and social media contacts for companies as diverse as Cisco, Channel 4 and EA Games.



Their challenge

gem offer their clients excellent customer service. Serving a wide range of different companies, it's essential that they can manage their in-house processes efficiently so they can concentrate on their core business and provide exceptional service.

Our solution

gem chose Sage 200 because it offers a wide range of different functions and great versatility. Using it to manage their business has helped speed things up as Seaneen Weir, Management Accountant explains: "If we didn't have Sage, we'd be back to manual processing. It automates all our processes. It's great for efficiency and accuracy."

They chose Pinnacle as their business partner, as they offered a good match in their focus on excellent customer service. Seaneen Weir appreciates the peace of mind that working in partnership offers saying, "I'm very confident with the Sage system, but if we do have any additional issues, any additional reports that need amending, we're very confident we can call Pinnacle and they will support our needs."

"I would recommend Sage to anyone because it's a very versatile system and it's so easy to use."

Seaneen Weir, Management Accountant, gem

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