

## DMC Software Solutions unique proposition to ex-BDE Clients

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Sage Business customers left in the lurch by the sudden collapse in May 2009 of BDE International, a leading Sage Business Partner will welcome the news that DMC Software Solutions has announced it will honour all existing BDE SalesLogix and Sage 200 support contracts.

The sudden demise of BDE International, a leading Sage Business Partner has left many Sage customers in the lurch not knowing who to turn to for Sage technical support. BDE International went in to administration late last month reportedly due to severe cash flow problems. This has caused many Sage Business Partners to go in a complete feeding frenzy leaving many customers bewildered and confused on who they should turn to.

DMC Software Solutions the leading Sage SalesLogix and number one Sage Business Partner in the UK has offered to honour any existing BDE SalesLogix and Sage 200 support contracts that sign up with them. Furthermore, DMC Software can guarantee consistency in customer service having taken on many BDE staff with plans to take more on the near future. This coupled with DMC's highly experienced, qualified team and strong customer centric approach to customer service will ensure that ex-BDE clients that choose to move to DMC Software for their Sage technical support will have a smooth transition between providers.

Mike Ramsay, managing director of DMC Software Solutions announced, "DMC genuinely want to help BDE's customers through this potentially very difficult period. As a leading Sage 200 and SalesLogix technical support provider ourselves we understand the impact that a loss of support can have on a business, which is why we are happy to honour BDE's Sage technical support contracts to the end of their term. We have already acquired many BDE customers over the last week looking for a new home.

"We hope that the changeover for BDE customers that accept our offer will be seamless, we have key members of BDE's staff on board who are dedicated to ensuring their clients are well cared for despite the recent tumult experienced."

DMC Software has a large team of Sage technical support professionals renowned for their high degree of qualifications and extensive experience in handling SalesLogix and Sage 200 related enquiries. In addition to their broad credentials, DMC Software Solutions has received the highly acclaimed Sage Circle of Excellence Award for two consecutive years in support of their strong customer centric approach to business. The award is voted on by customers and has no input from Sage giving a true reflection on the company's performance.

DMC Software consistently demonstrate the robust nature of their business and reported that they had increased turnover by 12% in 2008 and profits were well within in line of expectation. At this time DMC believe there is no other Sage Business Partner better placed to take up on Sage SalesLogix and Sage 200 technical support where BDE have left off.

### About DMC

DMC Software is a company that is experienced in providing Customer Relationship Management (CRM), Accounts and integrated business solutions for businesses of all sizes, across a broad range of industries including ACT! by Sage, Sage

CRM, Sage SalesLogix CRM and Microsoft Dynamics CRM. With advanced development abilities DMC can tailor a solution to meet the exact requirements of a business, providing the tools and supporting services to increase efficiency and profitability.

If you are a former BDE customer that is concerned about the maintenance of your SalesLogix or Sage 200 system please call FREEPHONE 0800 652 2423 where a DMC adviser will be able to offer advice and assistance.

-ENDS-

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