



Matsuura Case Study

Global provider of automated CNC machines based in Leicestershire

80

Employees

Sage 200

Solution Provided

19

Users

Situation

Matsuura is a Japanese CNC machine tool manufacturer that was founded in 1935. They have offices across the world including in America, Germany, Canada, Taiwan and in Leicestershire here in the UK. Matsuura Machinery Ltd, their UK company, sell high spec CNC machines and spare parts for Europe as well as 3D printers.

Matsuura (UK) were previously using Swan and Sage 200 to run their business, but **Swan Manufacturing was decommissioned in August 2022**. Following this, Matsuura began looking for an alternative solution that would suit their evolving needs.

They had lots of attachments and Excel sheets linked to their manufacturing system, and, as part of this project, were looking to **create one central source of information**. A lot of company knowledge was previously stored in people's heads. They also had a number of more complex requirements for their system, so were looking for a solution that could be customised and bespoke elements added.



Solution

CIM presented the wider Sage 200 suite to the team at Matsuura and outlined how its modules could help them manage their accounts as well as their stock and commercials. Specific Sage 200 features that stood out to the Matsuura team included **Stock Valuation, Commercial Invoices, Multiple Currencies and Period Accounting**.

To help create a system that worked for them, the CIM team added Sage 200 Bill of Materials and Commercials to their existing Sage 200 setup. We also added **bespoke elements to the Sage 200 Stock Control module** to enable them to carry out stocktakes in a way that works for them.

Fundamental to this project was our powerful migration tool. This enabled us to **carry across Matsuura's static data and open orders** into Sage 200 with ease. We also created **custom workspaces in their Sage 200** enabling them to use their historical Swan data in detailed reporting.



Success

Following on-site scoping, remote training and an on-site go live, Matsuura were up and running with their powerful new Sage 200 and bespoke system. When we asked Matsuura's Aftersales Manager, Sam Clegg, about the business' migration experience he said *"changing systems is a worrying time, it's always frightening, but it was very smooth and we were back up and running in a day."*

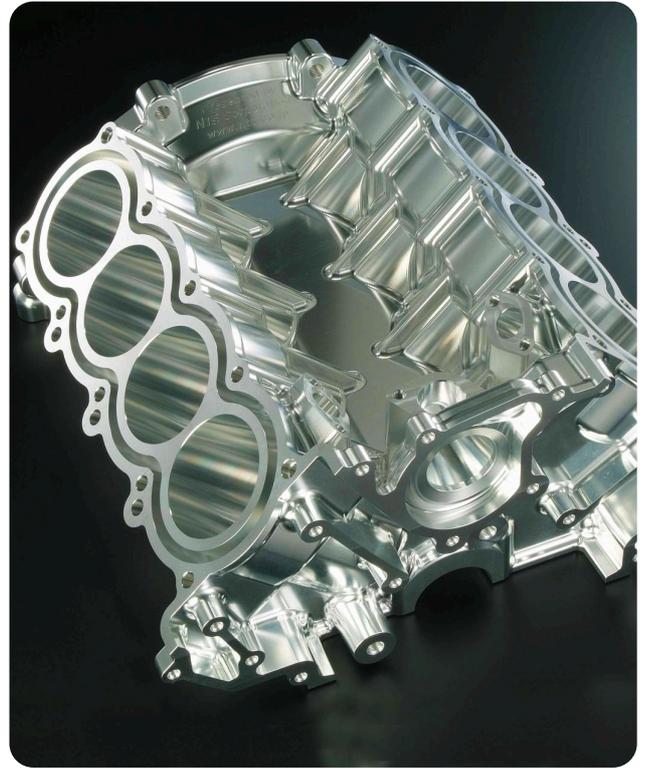
Compared to Swan, Sage 200 provides more visibility of information to Matsuura and is easier to navigate day to day.

Matsuura are very happy with their new Sage 200 and bespoke solution. *"We can do everything on the system, it's cleaner and a lot easier to use. Creating commercial invoices used to be manual, now it's not and we save so much time."*

In terms of their experience with Sage, Sam said *"we're happy with Sage, there are lots of people in the business who know Sage. It's the way to go. The day-to-day running is easy to use."*

Sam describes CIM's technical support as *"very good, any questions we have CIM help with and respond in good time. They typically don't go over 24 hours."*

With our help, Matsuura are continuously improving their Sage 200 solution enabling them to create a bespoke solution that works in the way that they work.



I would definitely recommend CIM Software, how we work isn't standard, we've had lots of changes and tweaks but we now have our whole system in one place and it's a lot easier to use. The support from CIM is very good, any questions we have they respond in good time.

Sam Clegg, Aftersales Manager



 **Matsuura**

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