

Building Lasting Relationships

A shared core value

CPV Ltd is an engineering pipework solutions company based at its manufacturing plant near Romsey in Hampshire. Part of a highly successful group of family owned and run engineering companies, CPV was founded in 1948 and quickly became established as a specialist in the new plastics sector. Majoring in extruded plastic piping and injection moulding, CPV also fabricate plastic tanks for chemical storage and solar panels for the heating of swimming pools.

Building lasting relationships is a core value for Martin Corson, CPV's Administration Manager, something shared by Lynq's MD, Peter Hayes. CPV and Lynq have been working together for over 22 years - plenty of time to build the trust and understanding needed for an effective partnership!

The First Call Was to Lynq

When CPV decided to replace its Omicron financial system, the first call was to Lynq. After 10 years working with Peter Hayes, CPV was confident of getting sound advice. The recommended Macola system easily met CPV's current needs and, being modular, allowed them to add to the core financials as their business plans evolved, starting with stock control, purchase orders and production orders.

Lynq Ltd

taking your business to the next level

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T: +44 1329 800 000

E: sales@lynq.co.uk

W: www.lynq.co.uk



"The relationship with your supplier is the most important thing."

"Everyone at Lynq is such a pleasure to deal with. It is one of the nicest and most rewarding parts of my job, dealing with Lynq and Macola."

**Martin Corson
Administration Manager,
CPV Ltd**



A Resounding Success

The introduction of a new accounting system meant a re-think for many areas within CPV. Peter Hayes and his team provided all the guidance and support to make the change possible, and the implementation was a resounding success.

The same partnership approach with advice and support was available to CPV when it upgraded to Macola ES in 2008, over 10 years after the original Macola installation. Driven by the Financial Director's request for an improved financial core, ES has brought benefits across the organisation as it is faster, more versatile, and much easier to use.

ES Upgrade "Perfectly Manageable"

With sister company Corewire sharing Macola on the Romsey servers, the upgrade project team included a representative from them as well as CPV and Lynq. Martin Corson describes the upgrade as "challenging, but perfectly manageable", especially with the help he received from Lynq's support consultant in the US, Stephanie Hutchinson. Martin praises Lynq's on-line training, which together with access to the 'On Demand' sessions available through the Exact website ensured all the appropriate CPV staff were ready for the upgrade. Compared to traditional on-site training, Martin evaluates Lynq's approach as being convenient, appropriate and, most importantly, cost effective.

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Lynq - N° 1 Supplier

When it comes to ongoing support, Lynq is Martin's number one supplier. Although the staff at Lynq's support desk have changed over the years, they have always provided friendly and effective support. Martin puts this down to Lynq's MD Peter Hayes, and the culture he has developed and maintained inside Lynq. With support provided from the Ukraine, the UK and the US, Martin knows he can count on help almost 24 hours a day.

Looking to the future, CPV will continue to develop its understanding and use of the facilities in Macola ES, aided by support from Lynq. Martin is also interested in the new Lynq developments HyperLynq and Visual Planner. He sees these products, particularly Visual Planner, as providing real and tangible cost-saving benefits for CPV and sister company Corewire.

