



**F Duerr & Sons Limited
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In the search for greater flexibility and a cost effective solution, F Duerr & Sons Ltd, manufacturers of Jam, Marmalades, Peanut butter and mincemeat, made a corporate decision to change its computer systems from a Unix base to a Windows environment. This took a great deal of planning and searching for the right structure.

One of the main areas affected by this change was the reporting system they would use. The problem was that they had used the same reporting system (with upgrades), on Unix for the previous 10 years and had written over 500 reports, none of which were transferable. Fortunately, not all the reports were currently in regular use, but you can imagine how complex they had become over this time.

They had created a critical path analysis and only three weeks before planning to go live with the changeover, and working in a test environment, they found to their horror, that the reporting system that had been promised would not handle their requirements.

After a few phone calls, in stepped Chiron Solutions with their own, UK developed product, the NRG Report Writer. Their service was excellent!

A meeting was arranged for the next day, and in that meeting, the schedule for training and implementation was agreed. The following week, three days on the job training was provided where they used test data and wrote reports during the training. Duerr's quickly addressed all the problems they thought they would have and improved other areas.

"I am now glad Chiron did step in. Their system has been very easy to use and very logical in the way you can create and manipulate it whilst still building. Since January 2003, when we went live, we have continued to push the boundaries of our report writing, having written over 100 reports in the first five months and feel confident that the NRG Report Writer will be with us for some time to come".

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