



## Survey Reveals 100% Of Clients Would Buy From Topaz Again

### Independent report seen as “vote of confidence” for fast growing software author

An independent survey into how customers of more than two years standing view the products and services offered by Topaz Computer Systems has revealed that 100% would buy from the company again.

No other supplier, which has subjected itself to a similar outside assessment, is believed to have matched the level of customer satisfaction revealed by this audited project. Describing the overall results as “very encouraging”, the research firm recorded highly positive responses in all areas of the Topaz business revealing –

- 100% could find no fault in the Topaz approach to integration
- 82% are convinced the company offers true value for money
- 79% rated product quality well above average – with 29% opting for excellent
- 94% reported that the service they had received was “friendly”
- 100% said they were happy with support

On the specific product assessment front, the modules that came out top were –

- Credit control
- Nominal Ledgers
- Cash book

Asked to state what Topaz’s greatest strength was, topping the list were –

- Responsiveness
- The positive and friendly attitude of the personnel
- Forward thinking and professional approach
- Flexibility and user friendliness of the products

Questioned on Topaz’s greatest weakness, the only issue identified was in the area of manuals with 13% rating them as fair and 6% as poor.

“The fact that the manuals were seen as a weakness is predictable in this sector where no one escapes criticism in this area,” says a spokesperson for the independent survey company. “With 81% of respondees classifying Topaz manuals between average and excellent, this actually puts them in a class of their own. Overall then, the responses should be looked on as very encouraging by Topaz . . .”

Naturally, the Topaz team is more than pleased with the survey results.

“A vote of confidence like this from the people who really matter – our client base – couldn’t have come at a better time,” says Topaz Managing Director Geoff Griffiths.

For further information please contact Laurie Chivers on 01773 531551 or at [laurie.chivers@topaz.co.uk](mailto:laurie.chivers@topaz.co.uk)



## Notes to editors:

### About Topaz

Topaz was founded in 1989 by a group of like-minded business professionals and began life creating bespoke software solutions and supporting third party applications. At the core of Topaz business solutions are software applications that have been developed by its highly experienced team of software engineers. From inception to delivery, Topaz solutions are produced with the highest level of professionalism.

The company's many years of experience in software development to formal specifications produce both highly flexible packaged solutions and bespoke applications. Topaz's strict quality procedures ensure software is produced to high, exacting standards to a common template that has evolved over many years.

Topaz Financials covers all aspects of a financial accounting solution including sales, purchase and nominal ledgers, cashbook and fixed assets and specialise in key areas like credit control, commitment and project accounting. Their growing user base acknowledge the quality of software developed by Topaz but also the essential services and on-going support. Users come from a range of business sectors and include Education, Recruitment, Manufacturing, Professional Services and Distribution.

Topaz EMS is an integrated Payroll and HR solution with an optional Time and Attendance module, its inherent flexibility and ease of use, lends itself to many different sectors of the market providing numerous time and cost saving benefits. Whilst being competitively priced the solution is regarded as one of the most comprehensive systems on the market today. The consultancy services Topaz provide ranges from complex business process re-engineering to production of GAP analysis reports and ultimately technical specifications.

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