

# Spindle Professional™

Fax

Total document  
distribution

Print

Archive

PDF

CRM

Email

**Product**  
Information Guide



[www.draycir.com/spindle](http://www.draycir.com/spindle)



# Introducing Spindle Professional

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Spindle Professional was launched in 2003 and today it is successfully used by thousands of users worldwide.

## Opportunities

### Benefits in brief...

- > **Substantially reduces annual stationery and postage costs**
- > **Reduces man hours required for processing paperwork**
- > **Proven and reliable software**
- > **Easy to use PDF archiving**
- > **Integrates easily with other software**
- > **Affordable – fast pay back on investment**
- > **Improves document security**

Award winning solution

Reduce costs

Easy to use

*"We handle up to 80% of our documents electronically by email using Spindle Professional. It has brought immense cost-savings in eliminating the cost of postage and paper. We think it's saved us the equivalent to a salary, and it's also made us more efficient."*

**Sarah Whewell, Top Gear Recruitment Ltd.**

Document automation

# What is Spindle Professional?

Award-winning Spindle Professional is an intelligent Windows printer driver that works with virtually any application, and is designed to help businesses create the right impression, improve document security and save time and money. It's an ideal tool to streamline and automate communications in small to medium-sized businesses where time and resources are at a premium.

Using Spindle Professional can result in significant cost savings – on stationery, postage and staff administration. By automating routine communications, it also reduces human errors and frees up time for more important tasks.

With Spindle Professional's dynamic and flexible software, users can instantly and easily merge information from business applications to produce documents that can be sent by email, fax, print and also archived as PDF files.

For a more professional look, it allows company logos and branding to be added to documents such as letters, statements, invoices, remittances, delivery notes and purchase orders. Users can print directly onto plain paper, so there's no need for expensive pre-printed stationery.

Spindle Professional is also flexible, allowing you to create and mail customers with promotional offers and seasonal messages.

The use of digital signatures on electronic invoices ensures that the authenticity of the origin and the integrity of the content can be guaranteed throughout the storage period of the invoice. This is in accordance with the Council Directive 2010/45/EU which came into effect on 1st January 2013.



# Benefits and Features

- > Dramatically reduces costs - document delivery by email and fax
- > Creates a more professional image with company logos and branding on outgoing documents
- > Saves money and waste - can use plain paper in place of pre-printed stationery
- > Flexible - allows terms and conditions, or seasonal and promotional messages to be automatically added
- > 'Intelligent' - pre-programmed to fax, email, print or store documents automatically for instant retrieval whenever they are needed
- > Improves document security - can incorporate digital signatures \*



## Archive

DOCUMENTS SENT TO ARCHIVE

By electronically storing your documents you can access them instantly. Documents can be stored in multiple locations and then retrieved by any number of users. Spindle Professional can even create a note in your CRM system, such as ACT!, and link it back to the archived document. These documents can even be viewed within the CRM system.



## SharePoint

MICROSOFT SHAREPOINT ARCHIVING

SharePoint from Microsoft enables you and your colleagues to work more closely together – sharing documents, tasks and calendars. Spindle Professional is an invaluable addition to SharePoint, making the software faster and more effective; enabling documents to be collated, archived, automatically indexed and instantly retrieved – making filing effortless.



## Print

DOCUMENTS SENT TO PRINT

Documents can be sent to multiple printers simultaneously, with each copy having its own logos and branding. For example, a delivery note can be sent to the warehouse printer for the driver while another copy is printed in the accounts department for book keeping purposes.



## Email

DOCUMENTS SENT VIA EMAIL

Emailing is the cheapest and fastest way to deliver documents. Emails can be designed using the in-built HTML editor. Any attached PDFs can be branded to the company and contain T&Cs and a digital signature. Spindle Professional generates PDF files that have been checked and accepted by HM Revenue and Customs as VAT invoices.



## Fax

DOCUMENTS SENT VIA FAX

With Spindle Professional documents can be sent from your applications to your faxing software, without stopping and asking any questions. It supports fax optimised stationery and a wide range of fax solutions, including Microsoft Fax.



## PDF Digital Signatures

AUTHENTICATE AND PROTECT DOCUMENTS

Spindle Professional allows you to digitally sign your documents, which certifies the validity of the document and helps protect against identity fraud. Digital signatures give your customers added peace of mind that the document is genuine and can also be used to start a workflow process in your business.\*



## CRM

AUTOMATES DOCUMENT INTEGRATION INTO CRM

Printed documents from other business applications can be automatically filed by Spindle Professional against the right company and/or contact in Microsoft Dynamics CRM or Sage 200 CRM. Users are therefore able to see the complete picture of all the interactions with that company.

*\* More information about Digital Signatures is available in a guide available from: [downloads.draycir.com/signatures.pdf](http://downloads.draycir.com/signatures.pdf)*

# What does Spindle Professional do?

Spindle Professional's flexibility means that all relevant people, departments and systems automatically receive copies of documents



**John**  
the customer



Just got his order confirmation as a PDF, via email. It includes corporate branding, T&Cs and special offers, as well as a digital signature to assure its validity



**Angela**  
prints a sales order



Angela raises a sales order and prints it to Spindle Professional



all with only one click...



**Steve**  
sales department



Just got the order confirmation for checking against quotations



A copy has been saved in CRM giving a single location for all communications and documents

Now imagine this in:

- > Sales & Marketing
- > Customer Service
- > H.R. Department
- > Manufacturing
- > Construction...



**Susan**  
accounts department



Her local printer has printed a copy for filing with T&Cs (duplex)



A copy has been created and indexed into Microsoft SharePoint for easy access by multiple teams



**Bob**  
warehouse



Printed directly to the warehouse printer with bar codes added for easy item picking



A copy has been emailed to Bob in case a reprint of the paperwork is required

# Why Buy Spindle Professional?

The below questions have been designed to help you consider why Spindle Professional might be useful to your business and how it could improve your document distribution.

- > Have you worked out how much you spend **posting** documents?
- > How much time does your staff spend stuffing envelopes?
- > What methods are your marketing team using to get information out of your business?
- > Would it help to include additional documents with your outgoing mail?
- > How could instantly keeping your stationery up-to-date help you?
- > Are you concerned about your carbon footprint?
- > How useful would having your invoices, statements and orders stored in your CRM be?
- > How would it help your business if the **right** people were kept up to date automatically?
- > What have you done in the past when needing to update your branding?
- > How do you treat different types of customers and suppliers?
- > How does legislation affect your business processes abroad?
- > Could identity theft and document fraud affect your company and its relationships?

**Savings Calculator**

**Spindle Professional Savings Calculator**  
save money on postage costs

GBP USD EUR

**Post and Electronic Document Distribution**  
Use sliders to set the ratio

Post 90% Current distribution ratio: Electronic 10%

Post 10% Distribution ratio using Spindle Professional: Electronic 90%

**Number of documents sent per month**  
Use buttons or input values from keyboard

Statements: 400 Invoices: 800 Remittance Advice: 200

Orders: 200 Quotations: 200 Others: 150

**Savings:**

<b>Monthly</b>	
Total documents:	1,950
Current costs:	2,020.20
New costs:	241.80
<b>Savings:</b>	<b>1,778.40</b>
<b>Annually</b>	
Total documents:	23,400
Current costs:	24,242.40
New costs:	2,901.60
<b>Savings:</b>	<b>21,340.80</b>

Calculations based on:  
1. Documents sent through the post cost £1.18 per item, including stationery, print, postage and materials.  
2. Documents sent electronically are calculated at £0.01 per item, with 1 in 10 documents estimated being sent by fax and 9 in 10 documents being sent by email.

**Calculate**

**Why not see how much your company could be saving?**

[www.calculator.draycir.com/spindleprofessional](http://www.calculator.draycir.com/spindleprofessional)

With an ongoing development programme and major upgrades planned for Spindle Professional, having the right support plan in place is the best way to maximise the value of your investment.

Support is mandatory when you first invest in Spindle Professional, so you are guaranteed to be the first to benefit from future updates and planned upgrades.

Spindle Professional support contracts are renewed and charged annually via your software reseller.

**Please speak to your software reseller about upgrades and charges.**



# Case Studies

## Towsure

Website: [www.towsure.com](http://www.towsure.com)



### Case Study

- > Total cost savings of over £55,000 annually
- > 40% reduction in inbound calls to customer services
- > 1,300 hours saved annually printing, organising, separating and filing invoices

#### Company Overview

A major retailer in the camping and tow bar market with three superstores in the UK, Towsure has an annual company turnover of £15 million, sends out half a million brochures every year and sells through its own websites plus e-Bay and Amazon.

#### The Challenge

Kinspeed first introduced Spindle Professional to Towsure to enable them to send an e-mail to the customer when an order was despatched. Consignment tracking numbers from the carrier allowed customers to easily track the progress of their order themselves on the carrier's website. This reduced in-bound customer service calls by 40% and delivered massive cost savings for Towsure.

Another big challenge for warehouse staff was loading six printers with different stationery, for different brands, for delivery notes and invoices. A huge amount of human, manual intervention was needed to ensure sales orders were printed correctly.

#### The Solution

Kinspeed suggested using stationery created through Spindle Professional and three HP laser printers; one for express picking notes, one for standard picking notes and one for invoices. Kinspeed added the brand to an analysis code in Sage 200 sales order processing and changed Spindle Professional to use the appropriate Word backdrop for the different companies. Invoices were filed electronically in Sage 200, against individual customers, using Spindle Professional's document management features. Towsure has a 100 user Sage 200 system and Spindle Professional for 50 users.

#### What they have to say:

Andrew Hogg, Managing Director at Towsure says:

*"Implementing Spindle Professional has helped us to streamline processes, save money and improve our service to our customers – we wouldn't be without it."*

#### Spindle Professional Reseller

Kinspeed based in Sheffield, England.

[www.kinspeed.com](http://www.kinspeed.com)

# Bishop Sports

Website: [www.bishopSPORT.co.uk](http://www.bishopSPORT.co.uk)



## Case Study

- > Achieved a 25% reduction in staff-time spent processing documents
- > Achieved a more streamlined and efficient process
- > Spindle Professional fully integrated with Microsoft Dynamics NAV
- > Better control of document storage, retrieval and distribution

### Company Overview

Situated in Slough, Bishop Sports is a mail order specialist supplying sports and associated equipment to the educational sector.

### The Challenge

Following sustained business growth and a significant rise in documentation being produced - more than 2,000 sales and purchase documents every month - the company decided to review its processes.

### The Solution

Bishop Sports' IT reseller, Creative Computing recommended Spindle Professional as the natural partner for improving the efficiency of the company's document management. Used in tandem with Microsoft Dynamics NAV, Spindle Professional gives Bishop Sports much greater control of accounts documentation, helping the business run more smoothly.

### What they have to say:

Seb Bishop, director of the Bishop Group of Companies says:

*"I was instantly impressed by Spindle Professional's efficiency and effectiveness and its ability to deliver what it promises. This is where many software packages let themselves down, but Spindle Professional scores time and time again. I would have no hesitation in recommending it to anyone."*

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## Spindle Professional Reseller

Creative Computing Solutions based in Maidenhead, Berkshire.  
[www.creative-computing.co.uk](http://www.creative-computing.co.uk)

# Introducing Draycir



Draycir provides easy-to-use, practical and affordable solutions that help small and medium-sized businesses work smarter.

Draycir's innovative, award-winning products help businesses streamline practices, reduce costs and environmental impact, avoid bad debt and improve cash flow.

Draycir's ethos creates products with high levels of usability, supported by excellent resources and on-going development. The company's reputation reflects its commitment to giving first class customer service to product users and partners.

Draycir's products are used by thousands of customers and are sold by hundreds of partners across the UK and Europe.



# Draycir's Other Products

## Credit Hound®

Launched in 2005 Credit Hound has influenced the evolution of credit control systems available to SMEs in the UK today.

Credit Hound is a powerful, award-winning credit control solution, designed to automate and streamline the processes involved in good credit management. This quickly improves productivity and brings immediate cost savings to a number of key areas in the business.

By automating payment chasing procedures, it's possible to chase 60 customers or more in the same time that it would take to chase six using manual methods.

With Credit Hound's Savings Calculator the impact of improved cash flow can be seen immediately.

[www.draycir.com/calculator/credithound](http://www.draycir.com/calculator/credithound)



## Credit Guardian®

A brand new approach to managing risk in business. Credit Guardian is an award-winning application that takes information from a customer's accounting system and merges it with credit risk and company information from Experian. It gives a unique insight into the trading status of customers and suppliers in an instant.

An alternative to individual company searches that's not expensive or time-consuming. Credit Guardian has a Customer Dashboard that displays information as easy-to-read graphs and charts, so answers to critical questions can be seen at a glance.

Credit Guardian's power comes from its ability to link with information in a customer's accounting system. For Credit Controllers, Financial Directors and Owner Managers it's the ideal tool for managing risk in business and it brings accounts information, pay performance and on-line credit checking together in an affordable, time-saving system.



# Working with Industry Leaders

To ensure that the products continue to meet the expectations and demands of Draycir's customers, we work closely with industry leaders to assess the ongoing requirements and develop the software. Draycir is actively progressing a number of alliance partnerships, as well as developing existing relationships and gaining industry certifications.



Developer

## Sage Certified Solution

Draycir works closely with Sage and the Sage partner channel. Draycir has won a number of Sage Developer Awards, including the Sage ISV Developer of the Year Award in 2012 and 2010 and the Sage Special Recognition Award in 2009. Spindle Professional is a Sage Certified Solution for the Sage 200 Suite.

## Microsoft Partner

Gold Application Development

## Microsoft Gold Partner

Gold Certified Partners represent the highest level of competence and expertise with Microsoft technologies and have the closest working relationship with Microsoft.

Powered by



## Experian

Experian is a global information provider and its reputation as one of the best data providers led to an alliance in the creation of Credit Guardian. Draycir continues to work with Experian to ensure that the data provided for customers is the best available on the market.



## GlobalSign

Draycir is in partnership with Adobe CDS provider GlobalSign to provide PDF digital signing. GlobalSign is one of the world's leading Adobe trusted Certification Authorities.



Institute of Credit Management

## Institute of Credit Management

Draycir has an alliance partnership with the Institute of Credit Management (ICM). The ICM promotes excellence in credit management and is the largest professional credit management organisation in Europe.



## UKTI

UK Trade & Investment (UKTI) works with UK-based businesses to ensure their success in international markets, and encourage the best overseas companies to look to the UK as their global partner of choice.

# Customer and Partner Testimonials

*"Spindle Professional integrates fully with our existing accounting system. It streamlines the process, making it more efficient. We started using it about six months ago, and it has saved us a great deal of time and money. We now send most of our documents electronically, so we also save on paper and postage. It's a very handy tool indeed and we find it easy to sell in our channel – it's one of the few software packages that exceeds expectations time and time again."*

Jane Youngman, Sicon

*"Credit Hound fills a gap in the market and we can now offer a quality credit control solution to our Sage customers."*

Ian Selvan, Centrepoint Software

*"Deploying Credit Hound has allowed us to reduce our debtor days by a third from 60 to 39 days, and all in the course of three months. This has delivered a major boost to our cash flow and has contributed to significant cost savings across the business. Now, with a smaller and younger debtors' ledger, we are at less risk of bad debt and have also been able to reduce our interest costs."*

Mike Roberts, Target 250

*"I was instantly impressed by Spindle Professional's efficiency and effectiveness and its ability to deliver what it promises. This is where many software packages let themselves down, but Spindle Professional scores time and time again. I would have no hesitation in recommending it to anyone."*

Seb Bishop, Bishop Group

*"Within weeks of starting to use Credit Hound our overdue balances had reduced by over £100,000. Interest earned on this sum will rapidly pay back our investment in Credit Hound and less overdue balances means our exposure to bad debt has been lowered too."*

John Stride, Orion Cleaning

*"We use Spindle Professional throughout the business, from Service Job sheets and delivery notes through to invoicing and statements. Our paperwork looks so professional that our clients have commented that they thought it was all pre-printed!"*

Jason Tullah, Electronic Business Systems

*"Credit Guardian is by far the best product I've come across in eight years' experience as a credit controller. We often know before the banks about a potential problem with a customer's business. It's that quick."*

Sarah Whewell,  
Top Gear Recruitment Ltd.

*"At first I was sceptical that the software could actually deliver what we needed. However, I've been incredibly impressed by the power and flexibility of Spindle Professional. One of the great things about Spindle Professional is that it works with so many programs. It has surpassed all our expectations."*

Chris Hill, Tokai Carbon

Spindle Professional works with major accounting systems including Sage 50, Sage 200, Sage 300 ERP, Sage ERP X3, Sage CRM, Microsoft Dynamics NAV, Microsoft Dynamics GP, Microsoft Dynamics CRM, SunSystems, SAP Business One, Pegasus Opera II and many more. Also works with almost any application that will print such as Microsoft Word, Excel, Access, ACT! and Crystal Reports.

*"I've been incredibly impressed by the power and flexibility of Spindle Professional. One of the great things about Spindle Professional is that it works with so many programs. It has surpassed all our expectations."*

**Chris Hill, Tokai Carbon**

For more information please visit  
[www.draycir.com/spindle](http://www.draycir.com/spindle)  
or call +44 (0)845 123 2941



All information is correct at the time of going to print

## Requirements

1 Ghz Intel-compatible processor  
1 GB of memory  
500 MB free disk space  
Internet Explorer 7 or above  
32-bit (x86), Windows 8, Windows 7, Vista, XP, Server 2003, Server 2008, Server 2012  
64-bit (x64), Windows 8, Windows 7, Vista, Server 2003, Server 2008, Server 2012

Draycir has a policy of constant development and improvement. We reserve the right to alter, modify, correct and upgrade our software products and publications without notice and without incurring liability.

## Product Range

Spindle Professional is one of a range of products available from Draycir, specialists in document distribution and credit management solutions.



**Spindle**  
PROFESSIONAL



**Credit**  
HOUND



**Credit**  
GUARDIAN



**PDF**  
APPROVER

## Awards



**Sage ISV**  
**Partner of the Year**  
Winner 2012



**Microsoft Partner**  
Gold Application Development



Developer

**Sage Certified Solution**  
Sage 200 Suite



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