

Our company bought the Gem-Where software about a year and a half ago. Instantly we could tell it was going to save us time and money. We still operated on a DOS system before and would do inventory once a year, by hand, and it would take over a month. Now, with the advanced technology of Gem-Where, we do inventory monthly, if not bi-monthly and we can scan our entire store in a matter of a day or two.

The reports are accurate and easy to read. The missing items picture report is one of the most helpful and narrows the "hunting" time dramatically. The association of each inventory item that passes thru our store is very simple and easy to use. We can associate 50+ items easily in an hour. I can easily say it is about 100 times faster to do inventory of our entire show room and vaults than it was before we purchased gem-where. I highly recommend this product to other retailers who want to save time, money and increase their accuracy of current inventory dramatically.

A few weeks ago, we encountered a problem with our association pad. I called our JCS rep. and within a matter of minutes one of the technicians at Northern Apex had contacted me. I never expected to receive such a fast response. I explained the problem we were having and they put me on a conference call to try to resolve the issue as quickly as possible. They were extremely friendly, helpful and informative on all questions I had.

Due to a busy day we were having in the store, I had to cut them off and they said they would work on a solution. I was contacted by e-mail and phone 2 more times that day and the following day. They were on top of things!! I have had to deal with many different companies and software issues and NEVER have I had the promptness, kindness and willingness from a company to fix our problem. Needless to say, they dialed into our system and had us up and running again in no time. They also asked for my feedback on things in the program. I willingly expressed a few ideas I had that could "make life easier" around the office and they listened. They have since followed up with me on multiple occasions to make sure everything is still running great and to let me know they are always ready to hear how to improve their product.

I am more than pleased with the staff, the helpful and friendly attitudes, the promptness to fix a problem if/when it arises and most of all the software. I look forward to having many prosperous years using gem-where.

Becky Sims
Thacker Jewelry
4210 82nd St
Ste. 202
Lubbock, TX 79423