Case Study for Omega Music

The Company

Omega Music (UK) Ltd. was founded in 1987 and initially specialised in the supply of musical instruments and equipment to schools and colleges across the U.K. The Educational side of their business is still an important aspect of what they do – they are one of the U.K.’s main suppliers in the field and it has provided them with the experience and an infrastructure to operate an efficient mail order business.

“MJM have been a great company to work with because MJM are very friendly” Rachel Queen

The Need

Omega Music were eager for a system which would improve their speed and accuracy for receiving and despatching orders.

- Omega needed to be able to receive their online orders directly through Opera so that all of their orders were logged appropriately and more efficiently on the same system.
- Receiving online orders needed to be presented in the same format as receiving orders through Opera.
- They required the ability to be able to identify which parts were required for each product while picking orders.

The Solution

The MJM Bridge software was implemented at Omega Music which allowed them to have a more practical way of producing and despatching orders.

- Changes were made to the software to allow the Bridge system to be able to receive online orders directly onto Opera.
- Modifications to online orders were made for orders to be viewed in the same format as the orders from Opera, which made the system more manageable for the users.
- MJM Kitting Module was purchased which provided the ability to be able to produce a kit list made up of separate components.