

# Cable Price

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**1. How did you first learn about Argos Solutions?**

We were looking on the internet for loan book software providers and we also had a referral from one of our customers, Merrick, who used Argos and rated it.

**2. What problems were you trying to solve or what business goals were you hoping to achieve by using Argos Solutions?**

As a machinery supplier it is not our core business to lend, so we needed a software and a support entity that would help facilitate us entering the market of lending. By using Argos it has allowed us to sell our products and bundle them up with finance. It has also allowed us to go to market and compete with our competitors that already had this ability.

**3. What were some of your potential concerns around using Argos Solutions in your finance business?**

We did have concerns as we looked at competitor software as well. Our concerns were that we would be dealing with an offshore call centre, this was nothing to worry about with Argos so that was a tick box. Another concern was getting a software that was affordable for the scale that we were entering in to. Also we needed a software that was going to be updateable and not something was going to be defunct in a short period of time.

**4. What gave you the confidence to use Argos Solutions in your business?**

A visit from Greg! He was very good, he visited a number of times to talk us through everything we needed to know. He didn't just give us a reference to brochure, in fact we had a few of white board sessions to work through a more bespoke requirement for us. This was a big thing as it showed he was listening to us, and showed us how the software could work. We were quite different to other entities Greg had as customers so this adaptation was how he got us across the line.

**5. What are some of the things you like about using Argos Solutions?**

We like the small team, being able to ring up and speak to either Greg or Shelly if we get stuck is good. The software is easy to use once you start engaging with it. [However], it really does come down to the smaller team and their ability to change with what we need. Greg would testify we have moved around with our requirements a fair bit, yet nothing has been too much of a problem for Argos, so really that is the key.

**6. What are some of the benefits you have enjoyed by using Argos Solutions?**

That we have been able to commence lending, which is a key benefit. We set up when we weren't lending and we are now well established in lending, that was our core goal that we have achieved it by using Argos Solutions. Benefits are also that we can enter into other lending products, such as lease or rental if we want to. Other software would not allow you to do this easily.

**7. Why would you highly recommend Argos Solutions to other finance companies?**

They understand the industry we are in and they understand the New Zealand lending market. Others that we spoke to were catering trans tasman at least, if not intercontinental. Whereas Greg and the team understand what dealerships like us need and what is on offer from the bigger

lenders. They also understand what we need to do to be as simple as we can but ensuring we are compliant.

**8. What else would you like to say to someone who is considering using Argos in their finance business?**

I would say give it strong consideration, and request time with Greg to listen to them and present solutions back. What you might just see on the face value of a website wouldn't give you insight without sitting with the people from the various supplier whilst doing a requirements capture, and asking them 'well what would you do?' This is what shone out for us as it showed that Greg had listened and came back with what we wanted.