

## Trendex Information Systems Inc.

*Software developer specializes in service.*

Soumitra Mukherjee began supporting software for compressed gas distributors and welding supply houses in 1981. Mukherjee provided his customers with such outstanding service that they encouraged him to form his own company. Mukherjee's customers valued his top-notch customer service and wouldn't settle for anything less than what he offered. So in 1984, Mukherjee followed the advice of his customers and founded Trendex Information Systems as a software development and service organization.

Mukherjee started Trendex right out of his home. His brother, Bob Mukherjee, was taking university accounting courses at the time, but opted to go into business with Mukherjee. The two collaborated to develop software and support customers. When the Montreal software division of a major company closed, the manager contacted Mukherjee and handed over all of his welding customers. Mukherjee seized the opportunity to grow Trendex and serviced customers on site, one-by-one, forming close relationships. Because most companies did not have modems back then, Mukherjee went himself to customer sites—some of which were up to five hours away—bringing a box of diskettes with him. Within six months, Trendex outgrew Mukherjee's home and moved into office space in Montreal, and two programmers joined the staff.

Customers eventually began asking that Trendex develop more up-to-date software. Mukherjee and his staff redeveloped a seamless software package designed to improve customers' efficiency and service. For six months, Trendex tested the software at a customer site and worked alongside the distributor to ensure the package met the actual daily needs of the industry. The result was Gastrend, an accounting

and cylinder control software package designed for compressed gases and welding supply distributors, which was launched in 1986. Word of the software's capabilities spread, and soon distributors across eastern Canada began requesting it. Today Trendex's customer base consists of distributors in Canada, the United States, Mexico and Bermuda.

Trendex is committed to staying on the cutting edge with state-of-the-art technology and is dedicated to providing the best possible support to customers. Trendex was the first to offer multicurrency and bilingual software capabilities in 1984, enabling users to convert currency and switch language from English to French. In 1986, Trendex was one of the first companies to use handheld computers with integrated bar code scanners to create invoices directly in the trucks. In 1999, Trendex began offering a laser form module, and in 2003 developed software to print color laser forms. Trendex introduced the first trilingual software—English, French and Spanish—in 2000 in response to a Mexico-based customer's needs.

Over the years, the Trendex team of analysts, programmers and support staff has been asked to solve many complex problems and always finds answers, even if it means learning a completely new area of the technology field. When customers began requesting hardware support, Trendex met that request by branching out its services in 1985. "The transition into supporting hardware was challenging because my background was not from a technical standpoint," Mukherjee says. "But we were committed to learning

everything from A to Z."

Today, Trendex and its qualified staff are headquartered in a 4,000-square-foot facility in Montreal.



Trendex founder Soumitra Mukherjee

Although the company has evolved and presents customers with a broader range of offerings, providing unparalleled customer service is at the top of Trendex's list. From pre-delivery hardware testing and implementation monitoring to on-site training and aftersale support, Trendex offers solutions. And as distributors' needs change, Trendex's software changes with them. "We've been in the gases and welding industry for 25 years," Mukherjee says. "Most of our customers are our friends. When they call us, we make sure they're taken care of, and we'll do whatever it takes to meet their needs. That's just the way we do things at Trendex."



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