

Axiom Business Systems
Attn. Anne Field
September 2011

Dear Anne,

Prior to installing a new cemetery management system for our three cemeteries, we were operating with duplicate paper card files, tired paper maps, and a home grown database that provided limited information. We knew we had to improve our entire system to standardize procedures, gain operating efficiencies and also minimize the possibility of a catastrophic data loss.

When we began our search process for a cemetery software system, we looked at hundreds of possible providers. Our selections quickly reduced to a half a dozen that met our criteria. However, only one system, CHARON, provided a completely integrated data management, mapping, and accounting system. There were less expensive systems but none provided as complete a package as CHARON. We now have one source for all information. Whether we are working on genealogical questions, pre-need sales or at-need site availability issues, we now have one place to look for all our cemeteries.

The AXIOM staff including the owners/developers, were on-site during the installation. They provided extensive assistance on software loading, data preparation, geocoding, mapping, and training. They have returned on-site for follow-up training of new staff. On-line support responses and system updates are often provided overnight due to the time difference between the US and Australia. While the support provided appears to be that of a large multinational company they also provide the very personal touch of a family owned business.

It is no small task to assemble 160 years of data into a single system, however, by doing so we are preparing our organization for the next 160 years and beyond.

Anne, thank you.

Regards,



J. Clarke Kuebler
General Manager
Erie Cemetery Association