

IMPORTANT UPDATE:
CAME UK INTERNAL SYSTEM UPGRADE
& CHRISTMAS CLOSURE
CLOSING 19/12/25 – REOPENING 12/01/26

Dear Valued Customer,

As part of our ongoing commitment to improving service and efficiency, we are pleased to announce that CAME UK will be implementing a major upgrade to our ERP (Enterprise Resource Planning) internal system to align with CAME SpA, our Italian headquarter. The ERP software allows CAME UK to manage accounts, sales, finance and operations, acting as the backbone of our business architecture.

This 'once in a decade' development is designed to create a fully integrated and bi-directional SAP system operating between CAME UK and our global head office. Once completed, this will deliver significant long-term benefits to CAME UK, which will result in a better service level for you as our customer.

As with any system migration, there will be a planned short-term impact on our business operations.

To ensure a smooth and successful transition, **CAME UK will extend its Christmas trading closure period and will reopen for normal business on Monday, 12th January 2026.** This scheduled closure will ensure our local team are better equipped to manage your business processes from the go live date. Our phone lines will remain open for any enquiries and technical support, with all teams readily available to provide help and support during this period. However, normal trading (orders, quotes, accounts, billing & dispatches) will not resume until 12th January 2026.

To avoid any disruption to your supply chain, we strongly encourage all customers to **place any orders required for early January delivery no later than Friday, 19th December 2025.** This will allow us to process and deliver your goods in sufficient time before our systems go offline for the upgrade.

Below shows the important dates to allow you to manage your orders and deliveries:

CAME UK (North & South)	
Last order date to guarantee pre-Christmas delivery	Friday 19th December 2025
Last despatch date before closure	Friday 19th December 2025
Office Closure for Christmas Period	Closes: 24th December 2025 Reopens: 2nd January 2026 (No Trading)
New ERP Live and trading resumes	12th January 2026 (Trading)

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Below is the availability of each department during the extended trading closure period:

Service	Week Commencing 2 nd January 2026	Week Commencing 12 th January 2026
Sales Support and Advice	YES	YES
Sales Orders and Despatch	NO	YES
Invoicing	NO	YES
Accounts Queries	NO	YES
Technical Support	YES	YES
Marketing Department	YES	YES
Training Department	YES	YES

We appreciate your understanding and cooperation during this important change. Aligning with CAME HQ and the introduction of SAP marks an exciting milestone for CAME UK as we integrate with the ICT infrastructure of CAME SpA as a global manufacturer, and we're confident it will bring improved efficiency, transparency, and service quality to all our customers.

If you have any questions or would like to discuss how this may affect your orders, please contact your Area Sales Manager, or our Internal Support team who are equipped to answer any questions.

We thank you for your support and patience throughout the migration.



Yours sincerely,

Gareth Harris

Sales Director – North

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