



“ We can easily quantify a return on our investment within the first 12 months. Service Management simplifies everything that we have to do and its reliability is faultless ”

Number of Users: 10

Modules: System Manager, Sales Ledger, Purchase Ledger, Nominal Ledger, Invoicing, Sales Order Processing, Stock Control, EC VAT, Payroll, Toolkit, Reporter, Purchase Order Processing, Cashbook, Multi-Currency, Costing, Sales Pipeline Management, Document Management, Service Management.



Alliband Business Services Ltd

CUSTOMER PROFILE

Alliband Business Services was established in 1995 to provide business IT solutions to companies in and around the West Midlands. They provide expert IT advice, networking, cabling, maintenance and IP telephony. Alliband have an extensive customer base, which includes many different companies from varied business sectors throughout the region, such as education, retail and manufacturing. The business was established by its owner, Phil Alliband, and their turnover is £750k.

CHALLENGE

Alliband initially used Pegasus Opera. They migrated to Opera II four years ago, but the service side of the company used a separate software package, which had reached its limits. It lacked adequate reporting, but its main shortfall was integration: for example, with asset management, there was no link to stock control. Alliband had to start looking at other service management solutions in order to continue to meet their customers' needs and expectations and move forward as a business. A key requirement was for an integrated system covering the full scope of the business, to eliminate the duplication of data input and maintenance of separate systems.

SOLUTION

Alliband looked at upgrading their existing service management solution to its latest release, but did not feel it was the best solution for their business. They decided to evaluate Service and Helpdesk Management from Pegasus, which would integrate fully with their accounting system. To have one software solution for the whole company was ideal as it would resolve their integration problems and eliminate duplicating entries.

RESULTS

Document Management

Alliband purchased the Advanced Document Management module, which has saved them many hours of admin time. For instance, when engineers complete work on the customer site, the customer signs a service report. This report needs to be accessible at any time in case the customer phones through with another issue. Each year there are several thousand of these reports and, previously, they were stored in filing cabinets. Now the document is scanned (PDA entry is optional) and filed electronically, making access much faster and easier.

Phil says, "We only had enough filing space for 12 months; anything older than 12 months had to be moved to a loft. If a service report had to be accessed, it could take hours to locate as someone would have to physically go into the loft to look for it. Now they are all accessible on the system. Document Management has not only saved us a huge amount of storage space, over a year it has saved us an incalculable amount of time too."

Pegasus Software was established in 1982 and our core business has always been developing PC-based accounting and business software solutions for small and medium-sized businesses. We have been a market leading supplier of modular software for over 20 years, and we have an in-depth understanding of the small and medium-sized market. This enables us to produce innovative software solutions that add real business benefits and value to our customers.

All Pegasus products are sold and supported through our highly skilled network of Pegasus Partners. This is because we believe that our customers are best served by a channel of dedicated, independent specialists who can provide top quality local Pegasus support. Our Partners provide a complete service, from pre-sales consultation to installation, training and after-sales support; ensuring that our customers buy the Pegasus product that is right for their business.



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Sales Pipeline Management

Sales Pipeline Management (SPM) is part of the Service and Helpdesk Management solution, and it was the first part to be installed. With SPM, prospects can be created on the system, quotes provided and then accepted very easily, with the prospect converted to a customer and an invoice raised. Phil adds, "SPM keeps track of all quotes, whether actioned or outstanding. It has full CRM capabilities that look after our client base, and integrates with our accounting solution. We no longer lose sight of valuable business opportunities."

Service and Helpdesk Management

With Service and Helpdesk Management installed, Alliband can now put a full inventory of all their clients' equipment into the system; they can log calls by the serial number of equipment, and can quickly see if it is in warranty and when this will expire, thus enabling reminders to be sent to customers, and securing more business. This is all system driven.

Phil enthuses "Service Management is brilliant. With the Resource Scheduler you can see at a glance which engineer is where on what day; you can even select the engineer with the necessary experience for a particular job. The Scheduler allows you to work out the capacity within your team of engineers, so you can plan more effectively. The whole process is simplified, in just a few quick steps. Previously our admin personnel would take a call, and would then have to look at different screens, on an engineer by engineer basis; now they can see all the engineers together. This pleases customers, as they are not on the phone for longer than necessary."

Phil continues "We can even use the system remotely so when the engineer is not in the office, they can still access the system. Again the amount of time this saves us is immeasurable: previously engineers would have to update their notes when they were back in the office, which was more admin for them."

Phil concludes "I can see a return on our investment for Service and Helpdesk Management in less than 12 months. It simplifies everything that we have to do and its reliability is faultless. It is brilliant. The whole of our business is now run on Pegasus Opera II, it is a one stop shop! It even links to our stock control, the whole process is automated and system-driven, so everything is accurate at all times."

"No more duplication of inputting data: we take the call, log it and the call is live on the system instantly. With the old system we had to ring the customer back to confirm their reference number. The new system automatically e-mails customers confirming their call log number; this saves us both admin time and the cost of the telephone call, which over a year also adds up! The long-term benefits of Service and Helpdesk Management can be seen and felt by both staff and customers."

THE PARTNER CONNECTION

Alliband Business Services purchased all of their Opera II modules through Midlands-based Premier Partner, CK Systems. Phil concludes, "CK Systems are very helpful, knowledgeable and flexible. Their training was pitched at the right level, and they estimated the amount of training we would need correctly too. They are always quick to respond to us, and they are always professional and take control over any support issues we may have."