

The sky's the limit for SkyNet Systems' IT investment



As one of the the UK's leading service-based systems integrators and providers of business process solutions, Panacea delivered a complete end to end, integrated supply chain management solution to provide the following business benefits to SkyNet Systems:

- *Increased Sales & Marketing productivity through improved analytics and management solutions.*
- *Enhanced service delivery and improved customer expectation through a reliable, robust and cohesive systems architecture.*
- *Rapid, measurable ROI through powerful, innovative and flexible business solutions.*
- *More informed decision making through the delivery of timely and accurate data.*

Founded in 1996, SkyNet Systems is one of the UK's leading Cisco Systems network solutions providers and current Cisco 'Partner of the Year' with an annual turnover in excess of £20m.

SkyNet Systems has grown rapidly since its inception by delivering high quality design, supply, installation and support of data networks to its clients based on the latest Cisco products and technologies.

SkyNet Systems' principal business objectives lie in providing its customers with products and services that are designed to leverage all the benefits of doing business in today's digital economy.

To further increase its operational efficiencies and competitiveness, SkyNet Systems regarded a strategic realignment of its internal applications and processes as an essential part of an on-going business investment programme.

Initially, Panacea was invited by SkyNet Systems to assist with their ERP upgrade, but what followed saw the development of an on-going business partnership as SkyNet Systems continued to partner with Panacea for further IT-related deployments.



// Panacea's flexible, consistent and informed approach has been very refreshing. I look forward to a continuing relationship with them. //

*Andy Lennon,
Finance Director, SkyNet Systems*

www.skynetsystems.co.uk



Overview

Since its inception, SkyNet Systems has grown rapidly by delivering high quality design, supply, installation and support of data networks to its clients based on the latest Cisco products and technologies. Skynet Systems' comprehensive range of networking solutions cover a wide range of business sectors including education, technology, media and government.

SkyNet Systems are totally committed to very high standards of customer satisfaction through a strong focus on quality service levels enhanced by best advice and by proposing only the most commercially viable solutions in a constantly evolving interconnected world.

Situation

Skynet Systems were using Sage Line 50 as their core ERP application but a projected increase in end-users and the need for greater functionality, particularly in the areas of accounts, distribution and reporting, was needed to meet growing demand.

Similarly, investments in business intelligence and Sales & Marketing management solutions were being considered to improve productivity. Panacea were recognised as an IT services company who could advise and deploy a total integrated system.

The solution

Panacea's first step was to develop a strategy for upgrading the financial accounting and distribution software

to a more functionally rich application within the Sage product range. The addition of easy-to-use reporting and ad hoc enquiry systems through Panacea's BI solution was a vital early requirement. Consultancy, Project Management and implementation services were organised to meet client timescales.

Sage Line 200 was selected to meet the needs of rapid growth while BusinessObjects was the BI solution of choice offering immediate and seamless access to critical business information. It also provided the ability for SkyNet Systems to make more informed business decisions based on more timely and accurate data.

A SalesLogix solution met SkyNet Systems' increasing Sales & Marketing needs and offered a smooth upgrade from their ACT! solution. This offered huge benefits over its predecessor including the ability to more closely build and manage client visibility and control right across the business through greatly improved insight and collaboration.

Outcome

SkyNet Systems are able to consolidate their market position through the use of powerful, innovative and flexible business solutions. Each deployment delivered significant cost benefits and productivity gains realised through fast delivery and ease-of-use resulting in a rapid ROI.

SkyNet Systems is now in a stronger position to more effectively manage and analyse its systems data to improve service delivery, raise client expectation and fully utilise its IT investment as a platform to increased competitive advantage and sustained business growth.

Panacea provides the on-going security of highly skilled consultants and professional support staff to maintain and further develop Skynet Systems' critical business solutions.

If you'd like further information or a more detailed account of this project, please telephone Panacea on 01256 30 50 50 or e-mail enquiries@panacea.co.uk.



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