

The Challenge

Our client manufacture and sell, throughout Europe and selected markets, refractory products and services on a safe, professional and reliable basis for the benefit of the clients, employees and shareholders. They employ approximately 30 staff and have a turnover of £4 Million.

The main challenge the company was facing was to replace out of date technology. This included re-engineering the business to take advantage of new technology to improve the efficiencies and working practices across business.

The Solution

The company commissioned Galena ERP to complete an independent review of the existing information systems and working practices. This review included a specification for a replacement system that would allow the company to address the following key areas;

- Improve productivity and working practices
- Eliminate islands of information and duplicate data entry
- Improve planning through improved communication
- Improve material procurement planning
- Improve Project Management
- Implement CRM across the organisation
- Improve project cost analysis
- Reduce paper based systems and spreadsheets
- Be able to share information across the entire organisation
- Improve management and control of the supply chain
- Improve efficiency and speed of response of the information systems
- Improve executive reporting

The selection of the most appropriate software and vendor involved the documentation of the requirements of a new system into a sixty page specification document which was circulated to a short list of vendors. This process involved two rounds of selection of suppliers using a comprehensive system selection process that uses a weighting scoring mechanism across a number of key aspects of selection including cost, functionality, implementation approach, project team etc.

The Result

The system selection process provided the client with the information, the justification and the structure required to make a confident and commercially informed decision. Their investment in the correct technology for their business has also reduced the risk of selecting an inappropriate solution, which could have led to significant implementation issues and costly delays.

The outsourcing of this activity allowed an impartial analysis to take place and allow the organisation to continue its daily activities with minimal interruption.

The client has now successfully implemented the recommended solution on time and in budget.

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