

Our client sought an IT logistics partner with the ability and passion to deliver optimum IT solutions to support their ambitious growth plans. Scenario They were determined that their new IT partner must have the ability to outline where to improve yield through productivity, and to allow them to simultaneous increase business volumes whilst also still maintaining very high standards of service for their customers.

A complex yet flexible pricing matrix together with detailed cost centre profit and revenue analysis were core business management requirements. The solution needed to easily interface with existing and new partner and customer systems and offer simplicity of use and flexibility of operation for new customers.

The SolutionOrion Web Technologies was chosen as their business partner and quickly identified existing processes and key objectives. A joint business study identified new requirements and a full specification of the new solution design was produced, incorporating all processes.

The solution was then developed and seamlessly implemented within budget and on time.

They achieved the targeted productivity gains and smoothly absorbed substantial increases in volumes whilst improving service levels and customer satisfaction.