

Sapphire Case Study: Silverbug



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Kirsty Askwith, Office Manager



SilverBug is a computer hardware and support services company whose aim is to provide a complete and robust IT solution to businesses across the UK. They currently have two offices in the UK, with plans in the pipeline to open a third branch in London during 2006.

At the beginning of SilverBug's 2005 financial year, the Operations Team undertook a review of their software solutions with a view to improving their business processes. They were looking for more than just a financial accounting system, as they had specific requirements for a business management solution that would have the functionality to automate purchase orders, control stock and manage client accounts.

Following a comprehensive evaluation of solutions available to them, the team concluded that SAP Business One would be the best fit for Silverbug. Kirsty Askwith, Office Manager at Silverbug, observed "SAP systems are excellent, and the investment that they make in research and development of their products is reassuring - particularly when you do not want to risk your budget on solutions that could potentially become obsolete."

Shortly after SilverBug had implemented SAP Business One, the reseller from whom they had initially purchased the solution went into liquidation - creating an urgent need for them to find another business partner to support their solution. When a trusted consultant suggested Sapphire, Kirsty and her team had no hesitation in going with the recommendation. Commenting on the transition period Kirsty said "Unfortunately our previous provider wasn't much help at all, but the Sapphire team were great. The consultant that recommended Sapphire to us was particularly helpful during the initial phases having joined Sapphire herself, and all of Sapphire's team are very knowledgeable." She goes on to say "We are very pleased with our working relationship with Sapphire and there is really no comparison between the service and support we receive now and what we had from our previous supplier."

SilverBug has SAP Business One installed at both its sites, with five users typically logged in to the solution at any one time. They have a slightly unusual way of operating, whereby they provide quotes and sell their hardware products before buying the hardware in themselves. Initially this proved difficult, but with the help of Sapphire they have now changed the way that they use SAP Business One in order to accommodate this anomaly. Kirsty observes "It is easy to use SAP Business One once you have been trained and, when you know the basics it is straight forward enough to show others what to do too."

Although Kirsty and her team are currently focusing on the core product, the company intends to make use of Microsoft Outlook integration in the near future. Kirsty tells us "We are always looking to enhance the systems we work with, and as SilverBug grows, so will our solutions and the functionality that we make use of. I have my eye on electronic document management at the moment, so following the Outlook integration project; it is likely that that is the next thing we will be looking to implement. Another





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solution that may prove useful to us is Radio Beacon, [a remote warehouse management product which interfaces with SAP Business One] whereby we will be able to scan stock remotely and track stock movement.”

When asked what advice she would offer other organisations considering a business solution or service provider review Kirsty says “Make sure that the solution you go for is installed correctly from the word go and look for a knowledgeable support desk. The support hotline at Sapphire has made my life a lot easier on a day to day basis!”

Kirsty concludes “Ultimately of course, the degree to which we develop SAP Business One correlates with how much we grow as a company. The reporting that we get from the solution is great, and when all is said and done, SAP really does produce the “Rolls Royce” of business solutions.”

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One

SilverBug