

## Sapphire Systems: A Corporate Overview



### Why Choose Sapphire?

*“At Sapphire we have a very simple business ethos: customer first. This is at the forefront of our thinking, our planning, our communications and our actions. It is because of this Sapphire has the highest client retention and satisfaction rates in our industry, and we will strive to improve still further”.*

**Ian Caswell**  
**Managing Director**  
**Sapphire Systems plc**

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### Introduction

Founded in 1986, Sapphire has grown steadily and is the Global No.1 partner for Infor FMS SunSystems, No.1 SAP Business One Reseller in the EMEA region and 2009 Partner of the Year for Professional Advantage, three accolades that we are very proud of. We offer our clients wide-ranging practical expertise in selecting and implementing financial management solutions and other innovative solutions that address the challenges facing the modern business enterprise. Our business ethos is very simple: customer first. We strive to provide best in class solutions, services and support and we do so to hundreds of customers worldwide from offices in New York and Los Angeles - US London and Manchester, Edinburgh and Isle of Man - UK.

### Sapphire Offer:

**Stability and Leadership:** Sapphire is wholly owned by people that are actively involved in the business on a day-to-day basis. Stable financials and no outside interest means that Sapphire is free to pursue the best interests of our customers - not the markets or shareholders.

**Development of New and Innovative Technologies:** Sapphire strives for innovation and originality when developing or adopting new solutions. We are committed to working actively to break ground in new technological areas that help to engender best practice and help to achieve the future prosperity of organizations to which we supply our services and solutions. Sapphire offers a variety of solutions that demonstrate our commitment to innovation. Amongst our value-added solutions are a range of unique reporting templates, integration technologies and industry-specific application templates.

**Cutting-Edge Communications and Access:** Our most recent innovation is to provide an interactive “tender response portal” whereby we publish all response information (and any supplementary information) to any prospective stakeholder. This is designed to create a more accessible experience in the tender process, to protect the environment by reducing the need for paper-based communications and to provide an additional means of communication between our organizations. Sapphire has a number of new initiatives to cater for our disabled users. Our offices are fully enabled for the hard of hearing with a closed-loop induction system and our offices are fully accessible to wheelchair users. Our websites include text-based versions and will soon feature the Browse aloud technology for sight-impaired website visitors.

**Customer care:** Underpinning each implementation we undertake is a complimentary program of User Days, Workshops, Educational Seminars, Newsletters and Webinars that are designed to keep our customers continually updated with new product developments, usability and best practice. In 2007, Sapphire played host to over 300 users across our User Day Program and 250 Users across our webinar program.

**Best in Class Service Delivery:** Sapphire offers one of the most diverse ranges of

*“Sapphire has lead the way in the SAP Business One world, ever since we introduced the software to the UK Sapphire has striven to ensure users get the best levels of service and a quick return on their investment”.*



**Donal Madden**  
**Channel Director**  
SAP

service and support options that include project management, application consultancy, project team training, user training, telephone support, online portal support, remote diagnostics, on-site troubleshooting and an ongoing program of educational webinars. Our consultants have experienced some 2,500 system implementations over the course of their careers - from single-user systems to large, multi-national business applications. Somewhat unusually, Sapphire has a policy of employing helpdesk personnel with at least 2 years applications experience. We don't hire graduates fresh out of University. To complement all of these services, we offer over 40 different training courses – designed to suit users of all levels.

**Alliance Partnerships:** Sapphire has working partnerships with the world's leading technology providers and is a Certified Microsoft Solution Provider, an Oracle Business Partner, Citrix Silver Partner, a leading MRO Partner - offering integration solutions for the market leading MAXIMO Asset Maintenance solution and founder members of BASDA (Business and Accounting Software Developers Association).

## Industry Expertise

Sapphire provides a range of solutions and services to a variety of industries. By choosing a solution that is already widely-used by companies operating in a similar industry to your business - and that's delivered by a sector specialist - your business has both a solution and a partner that can offer:

- Specific tailored functionality that helps you to rise to the challenges faced within your industry - and that help manage the everyday issues that your business might face.
- Pre-built, pre-defined regulatory, financial accounting and reporting procedures and templates, ready to go, and common to your industry sector.
- A close relationship with leading suppliers in your industry – meaning we can integrate your systems quickly and simply.
- Experience of many projects of a similar size and scale - and with the knowledge to implement your system quickly, cost-effectively and with minimum disruption to your business.
- An understanding of the potential difficulties of systems implementation on both a global and local scale - and a team that is fully equipped to deal with any issues both quickly and effectively.

Our sector teams have extensive practical experience in systems supply, implementation, integration and support - and can provide you with invaluable advice when choosing the right solutions to meet your business needs. Our markets include, but are not limited to:

- Financial Services, including insurance, fund management, stock broking, equity, hedge funds, asset management and the Lloyds market
- Charities and other not for profit organizations
- Social housing organizations
- Distribution and logistics
- Property development and management companies
- Energy and utilities
- Oil & Gas
- Professional Services Organizations
- Subsidiaries of international / multi-national organizations
- Broadcast media
- Publishing and advertising

*“Sapphire has been the leading Infor FMS SunSystems Channel Partner for the past five years and still is today. They are totally committed to providing innovative solutions based on FMS SunSystems and offering the highest levels of service to their clients”.*



**Tim Szabronski**  
**Channel Director**  
Infor

## What our Clients say...

*"Sapphire delivered on their promise to install our system within the tight timeframe we gave them. This, along with the outstanding support we received during the early days has allowed our finance team to continue to focus on running the business instead of just trying to run the systems"*

**Centrica Storage**



*"We find the support of Sapphire invaluable in ensuring the day to day running of our systems"*

**St Paul at Lloyds**

*"Sapphire's consultants are always very helpful in finding alternative ways to tackle sticky business problems. In addition we find the training courses great value for money in terms of delivering the required knowledge and skills to our staff"*

**Clerical Medical International**

*"Sapphire's offering is far greater than just the right software..."*

**Improveline**

*"We've used Sapphire Support on many occasions, as well as consultancy days, and I would like to say that it is one of the easiest and most helpful support desks we've ever dealt with, the majority of the time the person who answers the call can actually solve the problem"*

**DEFRA**

*"The Accounting Systems project has been extremely successful. Sapphire implemented the system on time and according to plan"*

**Coventry City F.C**

*"Every person I have had dealings with on the helpline has been extremely patient and understanding. Despite often sketchy descriptions of the issues we encounter, the support team always seems to make sense of them. Sapphire always returns telephone calls when they say they will – and never make me feel like an idiot!!"*

**John Ruskin College**

*"Sapphire's support provision is excellent and the level of service we receive is very high - the technical team are especially helpful and overall Sapphire is an easy organization to deal with – we have never had any issues!"*

**Serica Energy**

*"Our decision to use Sapphire for our service requirements has proved to be an excellent one!"*

**Kingston Primary Care Trust**

For more information on Sapphire please call us on +1 (310) 231 8731 / +1 (212) 541 2406 or visit our website at:

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