

At a glance - Arcus FM

Objective

Arcus wanted to track supplier spend more robustly and accurately review invoices in real-time. They wanted a system that would give them this functionality whilst at the same time integrating with a number of existing software vendor systems.

Solution

Infor EAM

Key wins

- ▶ Produce purchasing reports and evaluate spend
- ▶ More efficient generation of purchase orders
- ▶ Reduced number of overpayments by benchmarking suppliers
- ▶ Streamlined business processes from third-party system integration

The Arcus approach focuses on proactive strategies for providing the right service, at the right cost, at the right time; not as a contractor, but as a partner. Building on strong relationships with clients and service partners, Arcus has worked closely to engineer intelligent cost-saving solutions which significantly reduce FM spend.

The group, based in Upminster, East London, with additional locations in Redditch, Kidderminster & Glasgow, has a combined turnover of £80m with c.2000 colleagues.

Operating throughout the UK, services include Facilities Management; Mechanical, Electrical and Refrigeration Engineering; Cleaning, IT; Building Fabric; Materials and Supplies, providing a fully tailored and integrated service.



ARCUS

“Sapphire understood our needs and knew our operation well... thanks to the strong working relationship and valued rapport..”

Michael Hinton, Project Manager

Organisation

Arcus is a group of companies (Arcus Facilities Management, Arcus Solutions, Arcus Managed Services and Arcus Facilities Services Ltd) specialising in providing comprehensive and customer focused facilities management solutions in a range of sectors.

Finding a new software solution

Arcus wanted to track supplier spend transparently and accurately to reconcile supplier spend and invoices in real time.

Michael Hinton, Project Manager Arcus FM reviewed a number of software vendors, but after careful consideration, found that Sapphire's solution seemed the best fit. With the existing Sapphire Infor SunSystems platform in situ, Infor EAM offered the flexibility to integrate with MaxiSun and other vendor add-ons they already deployed or due to be implemented.

Implementation

From the beginning of the project, Sapphire worked hard to meet our client's needs. With a clear and detailed plan in place, Sapphire's team focused on working closely with Arcus throughout the implementation process. We supported agile collaboration and met project milestones and delivered on time and to meet their expectations.

Michael commented on the successful implementation; "Sapphire understood our needs and knew our operation well. Thanks to the strong working relationship and valued rapport with our dedicated EAM consultant we were able to scope our requirements in detail and consider any other available options.

Since implementation, the system has met our expectations. We have deployed extra modules and introduced an advanced report writer, so adding additional clients to the system. The corporate allocation module also means we can now allocate purchase orders and spend in line with our existing Infor SunSystems software.

Because the Infor EAM software integrates easily with other vendor software systems it gives Arcus flexibility and scalability which is essential in supporting our growth ambitions".

Infor EAM benefits

Adopting Infor EAM has delivered a host of benefits, one of which is invoice accuracy. Further defining the purchase order, invoice and payment process has allowed Arcus to find efficiencies not seen before.

Creating, evaluating and storing purchase orders is simpler since implementing Infor EAM as they are stored and managed on a central system which enables Arcus to generate customised reports from a pre-defined inbuilt selection. This system functionality allows the company to quickly review spend allowing them to create granular reports where they can evaluate budget vs supplier purchasing and common part trends. Reporting from queries also identifies additional overpayments not previously identified, particularly helpful when invoice batching.

Using Infor EAM has improved the process significantly helping Arcus remain compliant with their suppliers. Purchase orders now include terms and conditions which means Arcus enter a legally binding contract and payment commitment between them and their suppliers.

In time, Arcus plan to further enhance Infor EAM, by integrating Infor EAM and their third party scheduling management system. This will allow them to process parts or services requests from an engineer while onsite and automatically generate purchase orders in accordance with predefined processes.

The high level of support that is available to Arcus with quick turn-around, same day query resolution is key and Sapphire are on hand to help and support our team at Arcus.

“ Because the Infor EAM software integrates easily with other vendor software systems it gives Arcus flexibility and scalability which is essential in supporting our growth ambitions. ”

Michael Hinton, Project Manager

Conclusion

Close working relationships between both Sapphire and Arcus allowed us to deliver the project implementation smoothly and on time, managing expectations while meeting the specific needs of the client.

About Sapphire



Support
24/5 support
as standard



Global
implementation
& multi-lingual
capabilities



Software
multi-system
integration



Influence
Infor & SAP Partner
Council Member



Services
consultancy &
training



Hosting
safe, secure
mobile solution

Contact

Email - info@sapphiresystems.com

Web - www.sapphiresystems.com

Our Offices

United Kingdom - London - Manchester - Edinburgh

United States - New York - Los Angeles - Irvine - Houston - Chicago

Australia - Sydney