



NextiraOne UK Limited

- ***Managed frequently changing sales information.***
- ***Reduced the cost of information distribution.***
- ***Increased the efficiency of sales cycles.***
- ***Increased sales force responsiveness.***

Case Study

Introduction

NextiraOne is Europe's largest, independent integrator of communication solutions. They support over 8,000 customer sites, have installed over 100 mission-critical contact centres and maintain operations over 80,000 assets.

Their history of supplying PBX LAN and WAN is enabling NextiraOne to lead the way in IP communications and the associated applications that drive business productivity.

The Business Challenge

NextiraOne UK use SAP and Siebel applications to support their business processes. In addition, Microsoft Excel and Word were used to generate spreadsheet quotes and supporting information for clients. Although these applications had proved to be a valuable, the business demands for flexibility and efficiency were outstripping their capability.

NextiraOne UK asked Symbiosys Business Solutions to design and develop replacement systems, building on the strengths and eliminating the weaknesses of older applications.

The Symbiosys Business Solution

Symbiosys designed, developed and implemented a two part solution.

Frequently changing product and price information is now loaded into a central location using a tailor made, administration tool. The sales force update their laptop data using a process designed for low speed connections.

Each laptop has a new, self-contained, quoting tool which dramatically increases flexibility and speed.

The Result

The new system dramatically improved operational efficiency.

- Reduced the cost of internal sales information distribution.
- Eliminated repetitive data entry.

- Increased the speed of response to sales enquiries using tailored quotes.
- Inbuilt template flexibility has enabled administrators to create new outputs without incurring further development costs.

The Recommendation



“Our technical and sales workforce used to use a series of worksheets which were inflexible and rapidly became obsolete, due to the frequency of changing product information. We asked Symbiosys to help develop a new tool for our sales force. This system provides a single-source, integrated quoting tool, using up-to-date pricing information, to produce high quality, consistent, professional quotes, irrespective of product range. It has reduced the amount of time needed for price book maintenance as all Quote Tool users download the same information. The system’s flexibility means we can easily change our quotes due to the highly configurable nature of the application. The speed at which quotes are produced has been increased through a number of innovative features such as cloning OEM configuration tool importers.

We found working with Symbiosys to be an enjoyable and interesting experience. Based on the success of our project, I would have no hesitation in recommending them.”



Rob Dunachie, Technical Director, NextiraOne UK Limited