



“We have achieved a return on our investment in less than a year. We have greatly improved our overall efficiency so we can concentrate on our customers’ needs”

Number of Users: 20

Modules: System Manager, Sales Ledger, Purchase Ledger, Nominal Ledger, Advanced Nominal Ledger, Sales Order Processing, Purchase Order Processing, Invoicing, Cashbook, Stock Control, Bill of Materials, EC VAT, Multi-currency, Payroll, Personnel, Toolkit, XRL, SPM, Document Management, Service Management, Pegasus Instant Messenger.



Humanware

THE COMPANY

Humanware are focused on enhancing the lives of people with visual and learning disabilities. They provide intuitive, intelligent solutions that enable their customers to participate effectively in today's information intensive and highly mobile society. They are a global company with offices in Canada, USA, UK, Europe and Australia, and strong distribution networks throughout North America, Asia, Middle East, Europe and Australia.

Humanware's products are the tools that empower people to live independently and compete effectively in the sighted world. Products include digital talking books, desktop video magnifiers, GPS products, Braille computers, and a scanner that will scan documents and read them back to you. They sell both direct and to schools, colleges and societies such as the RNIB.

THE CHALLENGE

Humanware were using an old, unsupported Pegasus Opera DOS system from the mid 1990s. Like all old technology, it was dated and unintuitive and gave them little insight into how their business was performing. Their business had increased substantially, they needed to both modernise their internal systems and get information out of their accounting system to help them remain competitive.

Humanware looked at new systems for over five years, including Microsoft Dynamics. They didn't want to migrate to Opera II just because they were using Opera; they wanted to ensure they got the best solution for their business needs now and as they continue to grow. After reviewing several solutions, Humanware selected Opera II.

THE SOLUTION

Simon Firmin, Operations Manager at Humanware Europe says, "We chose Opera II because of the new additional modules of Document Management, SPM and Service and Helpdesk Management. Coupled with the accounts solution which was modern and user-friendly, the whole package was perfect for our business needs. We required an integrated solution, and until recently this was impossible to get for an SME as the cost was so prohibitive; with Opera II it became a reality."

THE RESULTS

In Opera II, quotes can be keyed into Sales Order Processing and e-mailed to customers directly. Simon continues, "We can e-mail straight from Purchase Order Processing and Invoicing, which is far more efficient, reducing the resource required. Staff are much happier as there is no more duplication of workload." He emphasises that "We could not do what we do now without Opera II."

Humanware also purchased XRL, the tool that seamlessly extracts data from Opera II and imports it into Microsoft Excel for analysis, reporting and manipulation. There is no re-keying, no copying and pasting and no data re-formatting. Simon enthuses, "Pegasus XRL

Pegasus Software was established in 1982 and our core business has always been developing PC-based accounting and business software solutions for small and medium-sized businesses. We have been a market leading supplier of modular software for over 20 years, and we have an in-depth understanding of the small and medium-sized market. This enables us to produce innovative software solutions that add real business benefits and value to our customers.

All Pegasus products are sold and supported through our highly skilled network of Pegasus Partners. This is because we believe that our customers are best served by a channel of dedicated, independent specialists who can provide top quality local Pegasus support. Our Partners provide a complete service, from pre-sales consultation to installation, training and after-sales support; ensuring that our customers buy the Pegasus product that is right for their business.



Pegasus Software, an Infor™ company

Orion House Orion Way
Kettering NN15 6PE

Freephone UK: 0800 919704

F 01536 495001

E info@pegasus.co.uk

www.pegasus.co.uk

is brilliant. We love it, it is superb on the accounting side, and our Financial Controller is very happy indeed. And it's very intuitive to use. If you can use Excel, you can use XRL."

As Humanware purchased so many modules, they split their migration into stages. The first was the accounts side of the business: the import routine was user-friendly and the migration process very smooth. All the data cleansing had been done in advance so they were up and running within 24 hours.

Simon stresses "We have achieved a return on investment already, in less than a year. Without Opera II and its modules we could never have taken on 30 European distributors. We were at breaking point with our old system but now the company is growing."

He continues, "The efficiency gains are tremendous. Productivity has increased significantly as the system does everything. For example, in our warehouse it used to take one person a couple of hours to process picking lists, delivery notes and invoices; now a batch run is done in seconds."

"Also, with Opera II and the Solutions Marketplace Developer, MJM, all our products are now barcoded. With the incorporation of the new distributors we have a much higher volume of orders and to process these manually under the old system would have taken days. Now through barcoding the orders are picked in 20 minutes. Barcoding is exceptional", says Simon.

Simon continues, "The Stock Control module has also brought efficiencies to our organisation; it instantly shows any discrepancies in stock, whereas previously we had to manually count and check our stock."

He emphasises "Sales Pipeline Management has also been hugely successful. We are starting to produce e-mail merges and we can see the potential of this product. The same applies for Service and Helpdesk Management; we can see huge potential benefits for our business with this module."

"To anyone looking to migrate to a new system, my advice would be to do your homework first, think about what you need for now and for the short term future in terms of integration and, imperatively, look for a good Partner. We are a service-driven business, we need to offer high levels of service and our new Opera II system will work with us in maintaining our status in the market."

THE PARTNER CONNECTION

As Humanware were unsupported, they approached several Pegasus Partners with the contract. They chose Profile Technology Services Ltd, a Pegasus Strategic Partner with offices in Wellingborough, Hemel Hempstead and Cardiff.

One of the main reasons for selecting Profile is that they offered more inclusive days training, which was crucial due to the large number of modules Humanware purchased. "This training package gave us confidence that we would get it right first time. They were honest and upfront from the first conversations about the amount of training that would be required. Profile always work with us, their support is fantastic. They are professional and responsive, taking responsibility for any issues that arise."