



Service management solution powers acquisition strategy

CLIENT: APOGEE CORPORATION

Apogee Corporation Ltd is a leading independent UK provider of digital office solutions and managed print services. The company has achieved significant growth through the delivery of a superior customer service and an innovative approach to hardware and software. With headquarters in London, Apogee has a centrally located Service Management Centre and thirteen locations across the UK with more than 400 employees.

The Challenge

After first becoming a customer of Purpose Software in 1995 with a four-user CBS service management system, Apogee has grown significantly both organically and through a series of strategic acquisitions. To manage this growth, Apogee conducts regular system reviews to ensure the continued suitability of its IT infrastructure. The company's growth strategy has also meant that information from the service management systems used by the acquired operations has to be extracted and imported into Apogee's CBS system, enabling workflow processes to be standardised and providing management with a single, unified view of the expanding organisation.

The Solution

The CBS system, which provides Apogee with a comprehensive suite of functionality including service call control, accounting, stock management, toner management and meter reading, has been the subject of a number of formal system reviews carried out by the company's senior management. These have consistently confirmed that Purpose Software and the CBS system continue to meet the company's needs, enabling the delivery of the highest levels of support to customers.

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Martin Randall,

Group Financial Director,
Apogee Corporation

Apogee uses the whole portfolio of CBS modules including Link-It, to make optimum use of mobile technology. It allows field engineers to access to customer and device data from any internet-enabled location using a combination of Android and iOS smartphones and tablets. Engineers can send or receive updates relating to each service call they attend, check on stock levels that are carried in their cars or view what is available back at base to increase first time fix rates and reduce the incidence of callbacks.

According to Martin Randall, Group Financial Director at Apogee Corporation: "Taking the decision to put CBS at the heart of our business operations has certainly paid dividends as the system has provided us with a reliable and resilient platform that has never missed a beat. As an ambitious, customer-focused organisation, CBS provides us with the tools we need to meet customer SLAs and is at the core of everything that we do from machine installations through to service and billing."

Purpose Software also plays an important role in Apogee's acquisition strategy by providing the expertise to extract data from disparate service management systems and integrate it with the CBS system. Whether the acquired company is an existing CBS user or using another system, Purpose Software uses standard methodologies for integration of both types of business operation. This is normally achieved within the same month as the acquisition takes place and completed over a weekend to minimise disruption to day-to-day operations and ensure rapid assimilation into the Apogee business.

In line with Apogee's rapid growth, there are now over 90 office-based users of the CBS system which is installed at the purpose-built Service Management Centre. This is where a large logistics hub, a fully automated repair and PDI workshop and a call centre for customer care and centralised control of more than 100 engineers nationwide are located.

As well as providing ongoing training and support at all levels, Purpose Software has developed a close working relationship with staff based at the Service Management Centre. The company also provides a bespoke software development service to meet specific requirements of the business. These have included enhancements to toner delivery methods that deliver a rapid ROI to the business as it continues to evolve.

"We value the relationship with Purpose Software that has developed over the years and take full advantage of its comprehensive range of professional services that deliver real added value and a rapid ROI to the business," added Martin Randall. "As the leading provider of service management software to our industry, the company has an unrivalled knowledge of the market, understands our specific requirements and responds rapidly to meet our evolving needs."



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