CBS enables Corona Corporate Solutions to operate at maximum effectiveness

CLIENT: CORONA CORPORATE SOLUTIONS LTD

Corona Corporate Solutions (CCS) is one of the UK's fastest growing and dynamic providers of digital solutions including photocopiers, printers, scanners and document management. It also provides a wide range of business telephony solutions for single-site, multi-site, hosted and mobile applications.

The Challenge

CCS has experienced a rapid expansion through organic growth and a series of strategic acquisitions, including Corporate ICT, CCS Reprographics and Falcon Document Solutions. However, prior to embarking on this ambitious programme of growth, the company wanted to install a best of breed service management system that would enable its support operation to operate at maximum effectiveness. It was also important for any new system to offer the highest level of flexibility to allow new acquisitions to be quickly and easily consolidated into the business.

The Solution

Having previously used Purpose Software's CBS service management system, Chairman of Corona Corporate Solutions James Stephens already knew that this proven solution offered the power and flexibility needed to run a rapidly expanding organisation. He commented that: "With the business poised for rapid growth, it was important to ensure that we installed the right systems. We certainly got it right from the start as the CBS system has not put a foot wrong since it was first installed. It has significantly simplified the task of assimilating new acquisitions into the CCS operation and continues to deliver the highest level of return on our original investment".

www.purposesoftware.co.uk

"We put the 'A' team onto every new acquisition and Purpose Software continues to play an important role, helping to rapidly bring new businesses into line with our existing processes and integrate all data into our CBS system."

James Stephens,

Chairman, Corona Corporate

PS PURPOSE® SOFTWARE

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The system enhances the enterprise-wide management of the CCS business operation from job control, machine shipments and meter reading through to stock management and billing. It provides real-time data that enables staff to optimise work flow processes and ensure the delivery of a consistently high level of customer service and meet all agreed SLAs.

"Purpose Software provides the best service management solutions for the industry sector in which we operate and has proved to have unrivaled understanding of what we are trying to achieve. We have high levels of confidence in the information generated by the CBS system which gives us a detailed, up to the minute overview of our whole operation," concluded Stephens.

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James Stephens,
Chairman, Corona Corporate

💬 **Talk to Purpose Software**
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