



A future-proofed service management solution with the flexibility to meet planned business growth

CLIENT: IT@SPECTRUM

IT@Spectrum is a serial winner of Canon's European Solutions Partner of the Year award. With over 30 years' experience, the company is focused on the provision of innovative print solutions and electronic document technology that enable customers across the UK to improve efficiency and productivity whilst reducing operating costs.

The Challenge

With offices in Hull and Leeds, IT@Spectrum wanted to replace a legacy service management system with an industry specific solution designed to meet the day-to-day requirements of its unique print, MPS and document technology business. Of particular importance was the need to improve the billing process in line with the rapid changing technologies it provides and to centralise the collation and management of data to improve control and enhance decision-making across the business.

The Solution

Wanting to find a system designed specifically for print and MPS resellers led IT@Spectrum to canvass opinion within the industry to establish which company received the most favorable reports. As a result, the company selected Purpose Software as it was clearly the leading and most popular supplier of service management solution to this market sector.

2serv was chosen because of its functionality, billing efficiency and full integration with the Sage accounting system. This leading software solution also enabled scalable growth and further technical development to cater for the changing needs of this flourishing business.



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Katrina Ellam,
Finance Manager,
IT@SPECTRUM

According to Tim Davison, Commercial Director at IT@Spectrum: "Purpose Software prepared and executed a smooth transition from our old system and its professional, knowledgeable and enthusiastic project team has worked closely with us to further develop 2serv as we continue to grow and diversify. This will ensure that the system continues to meet all our specific needs as technologies, billing processes and the needs of clients evolve."

2serv has enabled IT@Spectrum to centralise the management and storage of data that can be rapidly accessed, viewed and updated from any internet-enabled location. Having all the information in one place also eliminates the need to manually collect data from disparate systems and speeds up the production of management reports.

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As well as being easy to deploy, 2serv has proved to be simple to configure and manage on an ongoing basis. This has helped IT@Spectrum to increase productivity by redeploying the in-house resource to more productive customer-facing tasks to enhance the service delivery process.



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TOMORROW'S WORKPLACE TODAY

document
Production



As the needs of the business have evolved, IT@Spectrum has enhanced 2serv with the installation of 2roam, an add-on module from Purpose Software that empowers field engineers equipped with tablets, smartphones and other mobile devices to access and update 2serv from any location. This has allowed the service team to work more efficiently and is playing a big role in helping to maintain the organisation's industry-leading fix time of 3 hours 4 minutes.

Another enhancement has been the joint development of a bespoke meter import module that automates the collection of readings from installed devices and requires less input by customers. This has further speeded up the billing process and enabled the delivery of an even more professional level of customer service.

"Purpose Software has provided us with a future-proofed service management solution with the flexibility to meet the planned growth of the business. It has enabled us to automate workflows and ensure the delivery of a consistently high level of customer service," concluded Tim Davison.

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Commercial Director,
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