

Quick Facts

Industry
Technology

Company Info

- Operating since 2003
- Annual revenue: £2.5 million
- 30 employees

ROI

- Decreased forecasting process from 1 week to 2 days
- Streamlined business processes across entire organisation
- Improved resource management

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--Michael Croft, ACA
Director and Company Secretary,
Oncore IT



Oncore IT

Case Study

Initially finding it difficult to forecast long-term business based on contractual information, Oncore IT now uses PROPHIX for multi-year resource planning—ensuring the right resources are in the right places at the right time.

Background

Oncore IT is a supplier of managed IT services to small- to medium-sized businesses in the UK and other parts of Europe. Merging hardware, software and 24/7 management, administration and problem fixing, they provide a total outsourced IT solution for their clients. From its Network Operations Centre (NOC), Oncore IT provides mission critical IT solutions to leading firms within Chambers, Insurance and the Financial Services.

Recognising the Problem

Prior to using PROPHIX, Oncore IT based everything on Excel spreadsheets. Because of spreadsheet limitations, Oncore IT could not carry out complex financial plans, perform spreadovers, or handle multiple

periods. All decisions were based on short-term situations. Oncore IT works on many long-term contracts, so the ability to perform long-term resource planning was crucial for sustainability. The Company was growing quickly, and they needed a find an effective solution for this requirement.

Implementing a Solution

PROPHIX was the ideal solution for Oncore IT, because of its ability to import data from anywhere in their organisation and create a single source to handle multi-year forecasting. Michael Croft, Director and Company Secretary, Oncore IT, found that PROPHIX was a comprehensive planning solution that produced long-term forecasts in an easy and methodical manner.

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After investigating a trial version of the product, Oncore IT successfully implemented PROPHIX Enterprise. Michael invested his time in the initial implementation cycle and a training course. “Without having taken the one-on-one training, I wouldn’t be in the position I am in now in terms of understanding the depth of the software and being able to extend its use to another level,” says Michael. The experience that Oncore IT had with their PROPHIX consultant has left them knowing that they can call on their expertise and receive a helpful and appropriate response.

Benefits

Oncore IT’s key issue was handled immediately within PROPHIX. Long-term scenarios were created; and resource planning became more effective. Oncore IT was able to forecast supplier investments, capital purchases, and disaster recovery expenses. Beyond forecasting, PROPHIX has helped Oncore IT streamline processes and apply input file standards. According to Michael, the opportunity that PROPHIX has identified is the means of coordinating many processes across the entire business. The principle process involves the integration of sales forecasting into the medium- and long-term planning of the business. PROPHIX has helped redefine processes across different departments, which are

now based around a single source of data. Michael says, “For the first time, I’ve been able to take short-term forecasting, combine it with long-term theoretical forecasting and actual data, and provide better financial plans for the business.” With processes streamlined and capabilities in place, Oncore IT management has reduced their time to forecast from one week to only two days.

Future Plans

Michael has just completed their first budget—a three-year forecast, and anticipates using PROPHIX for the rest of their cycle. Realising the many capabilities and opportunities that PROPHIX offers, Oncore IT is currently finalising processes, and plans to incorporate more employees into leveraging their PROPHIX investment.

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