

*"The clear advantage was the helpdesk. We can now get accurate and timely responses to our questions/queries"*



## [SystemSure Support for SAP Business One]

# Coombe Castle Case Study

### Project Summary

Client: Coombe Castle  
Industry: Food, Marketing  
Location: Wiltshire, England  
Solution: SystemSure

#### Key Benefits:

- Largest dedicated UK SAP Business One team
- Never breached SLA since UK Launch
- Dedicated SAP Business One helpdesk
- SAP Accredited consultants and support
- Fixed price unlimited telephone and remote support

### Background

Coombe Castle International is a dairy exporter and marketing company with over 30 years experience in distributing the very best British dairy products world-wide. Their markets include North America, Canada, Australia, the Far East, Europe and many more.

In 2007 Coombe Castle won the prestigious Queen's Award for Enterprise in International Trade for the second time, recognising the company's outstanding achievement in exporting and marketing a fine range of British cheese and cream to over 20 countries worldwide for over 25 years. This continued success highlights the company's drive and commitment to extend both their product range and international markets.

### The Challenge

After many years of sustained growth, Coombe Castle recognised that they needed to invest in an ERP solution that would enable them to integrate all aspects of the business and that was also extensible to accommodate future plans for expansion.

After selecting and implementing SAP Business One, the fully integrated business management solution for SME's, Coombe Castle began to experience problems with the quality and level of support being provided by their existing SAP Business One Partner.

"Our previous partner was not supporting the product effectively. The staff were not fully trained and as a result the helpdesk was slow to respond, which at times with the system vital to our business caused major problems." explained Coombe Castles Financial Director, Darren Larvin

Without speedy resolutions of support issues and their increasing impact on the day to day operations, Coombe Castle decided to look for a new partner. "We had been impressed with the product (SAP Business One) and we knew it was capable of facilitating the smooth running and growth of the business. We just required some competent support".

In addition to the problems with support issues their previous partner had not correctly specified and implemented the solution, meaning that Coombe Castle were not benefitting from all the rich functionality SAP Business One has to offer.

### The Search

On Coombe Castles search for a new partner, Darren Larvin Commented "Our brief was to find a partner with a proven track record of supporting SAP Business One sites and that have sufficient trained resources to provide a good service".



In addition Darren explained

*"We took the opportunity to visit a few of Codestone's existing customers and also visited Codestone's head office in Poole. We met with the key people in Support, Project Management and Consultancy. This gave us the satisfaction of knowing who we were dealing with and whether Codestone were suitable for us."*

Gold SAP Business One partner Codestone took the time to analyse Coombe Castle's support requirements and also evaluated their SAP Business One implementation to ensure that it had been configured correctly, based on Coombe Castle's original requirements. Codestone then provided a comprehensive proposal for updating the current SAP Business One installation and to meet Coombe Castle's support requirements. Coombe Castle opted for Codestone's SystemSure for SAP Business One support offering which provides comprehensive support services based on a fixed service level agreement.

### **SystemSure for SAP Business One**

SystemSure is the umbrella brand for all Codestone's Managed Services and Support portfolio. Codestone has been supporting SAP Business One since its launch in the UK in 2003 and was the first partner to achieve Gold Partner status. Today, Codestone has one of the largest SAP Business One teams in the country totalling over 25 people, including a dedicated team of 1st, 2nd and 3rd line Support Technicians staffing the SystemSure SAP Business One helpdesk. With SystemSure for SAP Business One customers can benefit from a range of support services including traditional fault resolution, operational assistance, instigating and implementing changes, real time system and application monitoring, a comprehensive reporting service and planned scheduled maintenance of both systems and applications. Further details are available in the Systemsure SAP Business One Product datasheet.

SystemSure provides Customers with a range of Service Level Agreements for selection that each define time scales for an initial response and resolution of incidents raised based on their business impact.

Customers receive automated notifications of updates to each incident as they are processed to resolution by the Support team. Although their own internal procedures allow for a compensation payment to be made to Customers in the event of a breach of SLA, Codestone take great pride in the fact that since the Company started supporting SAP Business One after its UK launch in 2003, a breach has never occurred.

### **Result**

The difference in levels of service was very evident from the outset as Codestone have a team of 4 dedicated full time SAP Business One support staff on the helpdesk who are fully qualified. Darren confirmed

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Further to the increased level in the quality of the support services, through it's extensive consultancy and implementation teams, Codestone were able to re configure the original SAP Business One installation to meet the needs of Coombe Castles operational requirements.

*"Codestone have made a number of enhancements which have improved efficiency and accuracy"*

explained Darren.

### **Advice**

When asked what advice he would give other SAP Business One Users who are looking for an alternative support partner, Financial Director Darren Larvin said

*"Take your time, always take up references and ensure the partner fully understands your business requirements"*

In closing Darren said

*"I would recommend Codestone as a SAP Business One Partner as they have the resources and technical knowledge to offer an excellent level of service and support"*

### **Questions to ask before selecting an SAP Business One Support Partner:**

How long has the potential supplier been with SAP Business One?

Does the Partner have referencable sites that you can talk to?

Does the partner have a dedicated SAP Business One Support function?

Does the Partner hold an SAP Gold Partner Accreditation?

Is the partner a Master VAR?

Has the partner worked with similar companies to yours (industry, size of company, geography)?

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To contact Codestone call today 01202 241124 or email us at enquiries@codestone.net or visit our website www.codestone.net