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RESPONSE improve operational efficiency

Customer management solutions provider to implement SAP Business One and Procurement One from Sapphire

Edinburgh – 09 July 2010. Sapphire Systems today announced that it is to implement and support SAP Business One and Procurement One at RESPONSE, an award-winning provider of innovative customer management solutions.

The incumbent financial accounting system had been in place for some time and was limited in terms of reporting and functionality. Extra manual work was required using spreadsheets, which included time-consuming re-keying of data, and the system was menu driven, making it a lot more difficult to navigate. With extensive business growth, the volumes of transactions naturally increased and the management team wanted to automate as many processes as possible. This would remove the need for manual processes and reduce the need for large volumes of paperwork within the business.

Part of the RESPONSE Group's growth involved acquisition, which resulted in there being more than one finance system in place. RESPONSE required a single solution that would meet the needs of all the group companies and make consolidation and reporting more straightforward.

Many solutions were considered and SAP Business One with Procurement One from Sapphire were chosen as "they met all the detailed functional requirements listed in the RFP [Request for Proposal] document" said Julie Lang, Finance Manager at RESPONSE.

Julie went on to say "we chose SAP Business One from Sapphire for the powerful capabilities it offered, and the fact that it can be integrated with our other existing systems. We are happy to be working with Sapphire and look forward to implementing the new system."

Ian Caswell, Sapphire's Managing Director, stated "We are finding that more and more of our customers are looking to automate as much as possible, improve workflow and redeploy staff to more of the activities that they were employed to do. SAP Business One and Procurement One make this goal possible. To this end we are pleased to be working with the RESPONSE Group and are particularly glad that they will be benefiting from our recently developed [eXtended Analysis Module](#), which offers enhanced functionality to the core SAP Business One application by providing additional powerful analysis and superior management reporting on financial data and information."

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About Sapphire Systems plc

Sapphire is an SAP Gold partner – number one for SAP Business One in EMEA, and is the global leading Infor FMS SunSystems partner. Since 1986, Sapphire has offered customers wide-ranging practical expertise in selecting and implementing advanced financial accounting, business management and procurement solutions and today provides software, services and support for over 600 customers worldwide from their offices in the UK and USA. Sapphire is a founder member of the British Application Software Developers Association and was one of the first signatories of the BASDA Green Charter.
www.sapphiresystems.com

SAP Business One from Sapphire: www.sapphiresystems.com/sapb1

eXtended Analysis module from Sapphire:

http://www.sapphiresystems.com/brochures/Sapphire_SAP_B1_Extended_Analysis_Module.pdf

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