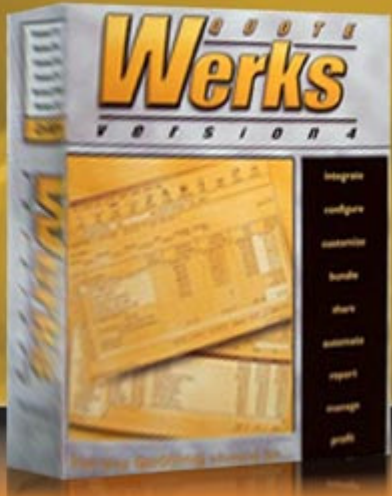




Hilltops IT Case Study

Invicta IT: QuoteWerks Consultancy Services

“As a fast-growing company we now have the software in place to allow us to reach our end goal. The work Hilltops IT did for us on the QuoteWerks upgrade has provided us with a faster and more stable quoting solution which means we can respond to customer enquiries more efficiently than any of our competitors”. Clifford Fox, Director, Invicta IT



Create detailed quotes with speed and efficiency.

Flexible configuration to integrate into your business process, plus powerful reporting.

Used by more than 48,000 users worldwide in many different industries.

QuoteWerks - The way quoting should be...

Project Brief

Situation

Invicta IT had been successfully using the Professional edition of QuoteWerks for a number of years but had not updated the software to the latest versions. In order to take advantage of all the new enhancements in the software and also to benefit from the increased speed and stability of the Microsoft SQL Server backend, it was decided that Invicta IT needed to upgrade and update QuoteWerks to the latest build of the Corporate Edition.

Customer Profile

Invicta IT has 17 years experience in being a leading, independent supplier of IT professional services with a comprehensive offering for systems development, integration, infrastructure support and the provision of IT resource. They stock and supply client hardware from leading manufacturers, including HP, Lenovo, Dell, Toshiba, Fujitsu Siemens and many more. Invicta IT has a proven track record of retaining almost 100% of their customer base due to the excellent service levels alongside the expertise and knowledge they provide.

Business Challenge

QuoteWerks Professional had worked well for Invicta IT initially, but over time the number and size of their quotations and orders meant that they hit a limitation in terms of the number of records that can be stored in QuoteWerks Professional's Access database. The large numbers of orders being generated every day slowed down the operating speed of QuoteWerks and therefore adversely affected Invicta IT's business performance.

Objectives

Having identified that QuoteWerks Professional was no longer capable of reliably processing the large daily volumes of sales enquiries and orders, Invicta IT needed to find a solution to this problem that would enable them to effectively and productively process their sales orders in a consistent and reliable manner (and faster than any of their competitors!). Their main objectives were to safeguard their initial investment by building on their existing system but in so doing increase performance and improve stability with the minimum possible downtime.



The Solution

Finding the Right Solutions Partner

To resolve their QuoteWerks performance issues, Invicta IT chose the services of their existing QuoteWerks partner, Hilltops IT, because of their extensive knowledge of QuoteWerks' backend and proven track record in implementing QuoteWerks as a business-critical system. Hilltops IT was also able to schedule in the consultancy work during off-peak times to ensure the minimum of disruption to Invicta IT's working day.

Solution

Before starting the work, Hilltops IT first performed a systems health check on the server being used to store the QuoteWerks files and on the QuoteWerks installation itself to double check that there were no inherent issues and that the server was fit for purpose for the upgrade. On successful completion, Hilltops IT backed up the entire system, installed the prerequisite SQL Server 2005 Express database software before finally upgrading QuoteWerks Professional build 31 to QuoteWerks Corporate build 46 and re-hosting the system to the more robust SQL Express backend.

Results and Benefits

By upgrading from the Professional to the Corporate edition of QuoteWerks, Invicta IT's whole sales order processing system instantly became more efficient and productive. The Corporate edition's use of the Microsoft SQL Server database is much faster so Invicta IT's users are now able to generate quotes in a fraction of the time it used to take them.

The main benefits of deploying the Corporate Edition of QuoteWerks are as follows:

- Better synchronisation options for remote workers
- Increased performance and stability because of the Microsoft SQL Server database technology
- Greater scalability in terms of both the number of users and amount of data that can be stored
- Reduced network traffic (particularly beneficial for remote users with VPN connections)



Summary

Invicta IT

"As a fast-growing company we now have the software in place to allow us to reach our end goal. The work Hilltops IT did for us on the QuoteWerks upgrade has provided us with a faster and more stable quoting solution which means we can respond to customer enquiries more efficiently than any of our competitors". Clifford Fox, Director, Invicta IT.

Hilltops IT

"Due to the volume of sales quotations and orders raised and the speed with which Invicta IT require them to be delivered to customers, upgrading to the Corporate Edition of QuoteWerks with its Microsoft SQL Server backend has provided Invicta IT with a reliable and robust platform from which to successfully meet their business objectives". Steven Porter, Software Consultant, Hilltops IT

Project and Service Delivery Timescales

QuoteWerks Consultancy and Training:	July 2009
ConnectIT-Sage Consultancy and Training:	January 2008
QuoteWerks Support:	January 2008 to date
ConnectIT-Sage Support:	January 2008 date to date

Software

QuoteWerks:	http://www.hilltopsit.co.uk/quotewerks/
ConnectIT-Sage:	http://www.hilltopsit.co.uk/connectit/connectit_sage.aspx



More Information

Invicta IT: <http://www.invictait.com/>
Hilltops IT: <http://www.hilltopsit.co.uk>

Software Solutions

QuoteWerks: <http://www.hilltopsit.co.uk/quotewerks/>
ConnectIT-Sage: http://www.hilltopsit.co.uk/connectit/connectit_sage.aspx

Service Provision

QuoteWerks Consultancy: http://www.hilltopsit.co.uk/quotewerks/quotewerks_consultancy.aspx
QuoteWerks Training: http://www.hilltopsit.co.uk/quotewerks/quotewerks_training.aspx
QuoteWerks Reports Authoring: http://www.hilltopsit.co.uk/quotewerks/quotewerks_reporting.aspx
QuoteWerks Support: http://www.hilltopsit.co.uk/quotewerks/quotewerks_support.aspx
Bespoke Development: http://www.hilltopsit.co.uk/software_development/

Hilltops IT

Hilltops IT was established in 2005 to provide software services and solutions to small and medium sized businesses. Hilltops IT specialises in delivering end-to-end contact management, quoting, ordering and invoicing systems and business intelligence solutions with "off the shelf" products backed up with expert consultancy, training and support services. Hilltops IT also has a proven track record in developing bespoke software solutions, software products, add-on utilities where "off the shelf" products do not completely fulfil a client's requirements and business intelligence solutions.

Our key "out the box" product offerings are QuoteWerks, ACT! by Sage, Microsoft CRM, ConnectIT, Sage 50 Accounts, Sage 200 CRM and Sage 200 Financials and Commercials. We also have an extensive range of product development, custom bespoke development and website projects in our portfolio.

Working with Hilltops IT, you will receive a warm, down-to-earth and professional service which will exceed your expectations.

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