

ST Consulting supports Zycko's expanding global business, with critical Microsoft Dynamics expertise

Case Study

Rapidly expanding IT distributor Zycko relies on Microsoft Dynamics GP for its efficient and streamlined order processing, warehouse picking and shipping systems. Customer service and same day shipment is the Zycko philosophy.

Microsoft Dynamics is fundamental to the efficient running of Zycko's distribution business. Zycko needs Microsoft Dynamics to be running and operating at peak performance to provide the customer service on which it prides itself.

Bringing expertise and support

It was important for Zycko to have a close partnership with an expert in the area of supporting and further developing Microsoft Dynamics, a specialist task Zycko had decided to outsource.

Zycko's growth in Europe has been rapid. Founded in 1999, today it has eleven offices, with plans to expand further as demand in certain key regions grows. While Zycko focuses on the success of its business and delivering its value-added services, the role of ST Consulting is to provide Microsoft Dynamics expertise and technical know-how. ST Consulting delivers both onsite and offsite support that is vital to the company's order processing and distribution operation. Importantly, Zycko's 'same day shipping' ethos is supported by ST Consulting.

The partnership began in 2003, with ST Consulting providing a breadth and

depth of support to Zycko with up to five consultants, each with a specific knowledge base. This means that Zycko benefits from having the best consultants for specific tasks which ensures the best results.

A strong partnership: built on expertise, trust and flexibility

According to Paul Wignall, Group IT Director at Zycko, "The relationship with ST Consulting is built on expertise, trust and flexibility. The Microsoft Dynamics world is highly specialised and ST Consulting offered the experience and flexibility we needed. They did not enforce a particular way of working but worked around our requirements. In the future, we fully expect ST Consulting to continue to support the expansion of Microsoft Dynamics as Zycko grows."

Paul Wignall continued, "ST Consulting provides Monday to Friday support, which is partially onsite and offsite, in a way that works well for the Zycko business. Our flexible partnership means we can be confident that we always have the expertise we need for our Microsoft Dynamics solution which is crucial to our distribution operation."

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ST Consulting uses Zycko's internal helpdesk system with remote access and control to deal with any requirements or issues. In addition ST Consulting is onsite two or three days a week based on an agreed rolling roster. "We are always assured there is an ST consultant on hand for meetings, planning or issues," said Paul Wignall. "It varies and always works well. If there is a larger project, like an upgrade to Microsoft Dynamics or a large service pack, we can have a number of ST consultants onsite at any one time."

A major benefit for Zycko is that it can also have consultants in various geographic locations for major upgrades of which there have been three in the last 4 years. There is usually one every 18 months. "We have had situations where there was an ST Consulting person in Norway, someone in the US and more in the UK," explained Paul Wignall. "This level of flexibility and support enables our different subsidiaries to successfully rollout software deployments using ST Consulting – it works well."

In-depth Microsoft Dynamics skills: customisation and excellence

To be able to run its business effectively, Zycko needs to call on a high level of excellence in Microsoft Dynamics, so that solutions can be developed for specific business requirements. This can mean an element of customisation to the 'out of the box' Microsoft Dynamics software.

Haseet Sanhrajka, Managing Director of ST Consulting, says "Our ability to configure and customise Microsoft Dynamics is unrivalled. To achieve a successful functional development for Zycko we partnered with Nolan

Computers, another Microsoft Dynamics partner, on a major project to build new Microsoft Dynamics functionality specifically to deal with Zycko's requirements."

"In one instance we worked with Nolan Computers to develop and deploy a powerful inter-company processing module. Using our knowledge of Zycko we co-ordinated the project in terms of specification, testing, implementation, go-live and support," Haseet Sanhrajka said. This enhancement enables efficient inter-subsidiary processes which is vital for a global organisation of Zycko's scale.

Continuity of support and service

ST Consulting's involvement has ensured a continuity of support and service that was important. Zycko's Paul Wignall said, "We wanted a proactive, specialist and experienced team which would be onsite when we needed it and which would bring a depth of knowledge to our team. This is exactly what we have found with ST Consulting. The benefit of working with ST Consulting is that we are confident our daily bases are covered but on top of that we also get additional support and system knowledge."

A further strength of ST Consulting is its financial know-how it offers a mix of financial and systems consultants, a combination not easily found within the same individual. Paul Wignall concluded, "So far, this combination of financial and IT knowledge has helped us to achieve our growth and we expect it to help with our further planned expansion into other offices and territories. We certainly value the support we receive from ST Consulting."



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