



**QED Group: Running with SAP in
Just 3 Months and Still Running
Faster 7 Years Later**



Executive Overview

Company

Why SAP Business One

Benefits

Why Signum

Company

QED Group

Industry

Security equipment - supply and distribution

Products and Services

QED are a growing supplier and distributor of a large range of security equipment and consumables, to the security market both in the UK and across Europe.

Website

www.qedltd.co

SAP Solutions

SAP Business One application

Partner

Signum Solutions Ltd (www.signum-solutions.co.uk)



“The SAP Business One system means that once we have made our checks, we are always able to deliver on our promises.”

Matt Philp, Product Development Director at QED Group

In 1997 QED turned over around £600,000 during its first year of trading. Two years later, an additional unit was acquired before moving to a larger 14,000sqft unit three years later. Now, in 2014, QED’s turnover is in the region of £4.5million and the business is looking to further expand into a second unit, to house its growing operations and an increasing workforce, **which now comprises of 37 people.**

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Adding power behind promises

Before implementing SAP Business One, QED had several different computer systems but mainly used a bespoke software package. When this became dated and QED found that the support service was becoming progressively less effective, Matt began looking for a scalable and more efficient alternative.

“The old system was a flat-file database with poor reporting and speed of response that was grinding to a halt,” Matt explains. “If staff wanted flexibility to change something, they often found that another user was adding a record, which completely locked the system. Whilst this is obviously limiting in terms of productivity, it impacted on the service that we could offer and was extremely frustrating.”

With SAP Business One, QED has found that this problem is expertly remedied. Staff from any area of the business, from credit control to sales and from sales order processing to despatch, can be looking at and working with the same record whenever they like.

Staff at QED are passionate about the service that they deliver, which is made significantly easier and more effective with use of their integrated CRM, sales, purchasing, finance, MRP and stock control system – SAP Business One, delivered by Signum Solutions.

“It’s a powerful piece of kit,” states Matt. “Good service is all about keeping promises – whether it’s a promise to deliver in a week or a day. Our internal processes, coupled with the SAP system means that once we have made our checks, **we are always able to deliver on our promises.**”

QED has also found that SAP Business One significantly reduces the chance of human error. Because of the way the software streamlines and enforces steps that must be made, it is impossible for customers to be mis-quoted: “You could quote a customer for something, only to find that when you checked, it would actually cost you a lot more than you may have thought,” Matt says. “The SAP system helps to **prevent lost opportunities** and stops you from being very busy without making any money!”

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Choosing Business One

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When researching which business-wide ERP software to implement next at QED, Matt viewed eight or nine different types of software, before making the choice to go with SAP Business One. “It just fitted the bill,” says Matt. “Initial costs for the whole system and set-up was better than other similar systems that were available, and the SAP solution offered the flexibility that we needed as a company. We have now had SAP Business One for seven years and the system continues to grow with us.”



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Visibility, integration and fast, centralised information

Service benefits of SAP Business One include being able to offer blanket orders to customers. For example, QED can order 20 drums of cable for a customer that wants to call them off in smaller batches. Before, QED would have had to manually change dates, but now it is exceptionally easy to order the stock, have it ready on the shelf and set up specific pricing options for customers, based on quantities. Matt comments: “We really like having the option to blanket order. **It’s brilliant – superb in fact. It just works!**”

From a customer relationship point of view, QED finds the ability to make notes about individual customers invaluable: “Before, we had two disjointed, different systems,” Matt explains. “Now, we always have the right information in one place and are able to note relevant topics of conversation for individual customers. This helps to show that we’re interested in them when we speak to them and really personalises our service.”

Dealing with leads using one centralised system that has capability to drill down to any customer or lead related data is also of benefit in terms of new business at QED, as Matt explains: “**It’s a no-brainer to have one system** that houses detailed information that is instantly accessible.”

Having one system where everything is up to date and in one place also aids the decision making process at QED, with on-demand accurate information instantly available: “It used to take hours or even days to do reports,” describes Matt. “Invariably, it often wasn’t worth the time so reports tended to get shelved and we relied on our gut instinct instead. Now however, we can use our instincts but quickly and easily check that they are right. Functions such as **the sales analysis tool in SAP is incredible** and these types of functions enable us to make decisions that are based on actual, true fact.”

“The sales analysis tool in SAP is incredible!”

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Why Signum Solutions?

Overall, flexibility, expandability and the ability to easily report in seconds were the over-riding reasons that Matt and QED chose to implement SAP Business One. When it came to choosing a software partner, Matt was immediately impressed with Signum Solutions' industry expertise and no-fuss attitude to helping QED to get up and running quickly and smoothly.

“When speaking to Signum, the no-nonsense manner they had meant that they just listened to what we wanted and about how we worked. They assumed nothing, but helped us through the process, making it simple and easy for us to move forwards and to not get bogged down in software jargon.”

From idea inception to implementation, **it took QED just three months to be completely up and running with SAP Business One.**

Signum are long-standing SAP Business Partners that specialise solely on the Business One solution for small to medium sized businesses. Industry sectors where the business offers a unique and proven solution are: wholesale, food and beverage, chemicals, food service and apparel. With offices based in the North of England and in the Midlands, Signum Solutions has over 50 customers and focuses on providing industry leading, affordable ERP Solutions alongside expert knowledge and implementation experience, to SMEs in all of its chosen key industry sectors.

Contact Signum Solutions on 01244 676900 or email enquiries@signum-solutions.co.uk.

Alternatively, visit the website for more information www.signum-solutions.co.uk

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