



Virtual Desktops



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## CASE STUDY

### entrustIT unlocks 'future proof' BI solution for Key

For a demonstration of any of our products please phone us on 0870 383 0045 or send an email to [demo@entrustit.co.uk](mailto:demo@entrustit.co.uk) with your requirements.

#### Key Industrial Systems

Key Industrial Equipment was established in 1973. Now part of the Manutan Group, Key's objective remains as it has for over 30 years. Beginning with speed of response for a quotation, through telephone response time from their contact centre, to delivery of goods to the customer's doorstep, Key is committed to 100% customer satisfaction.

The Manutan Group's business is based on a unique concept, which is to bring together in a single catalogue a wide range of high quality items at the most attractive prices to meet the requirements of businesses and local authorities. Currently, the group consists of some 23 companies located within 20 European countries. In all, the Group offers over 200,000 products on the European market.

The Group's offering covers all aspects of corporate life, including materials handling, lifting, storage, furniture and office and workshop supplies. It also covers all equipment, tools and products for production, maintenance, safety, quality-control and shipping departments and it supplemented by an array of services such as guarantees, assembly, returns and exchanges, customization and e-procurement.

#### The Challenge

For major clients, Key Industrial operates a Vendor Managed Inventory (VMI) solution. Under this arrangement, Key delivers and manages stores at the customer site but inventory in these stores remains the property of Key until drawn out by customer staff. The customer benefits from accessible on-site stores with stock levels managed by a third party at no cost, whilst Key retains a committed and long-term client.

Obviously, this arrangement depends upon consistent and regular reports so that both parties remain aware of the trading position.

Historically, VMI reports were produced from a spreadsheet system developed in-house with data held in Microsoft Access 2000. Key Industrial recognised this approach was reaching end of life. Paul McFarlane, Key's IT Manager says, "VMI is really

important us in delivering our service objectives to our major clients and the existing reporting technology was creaking at the seams. We needed to update our daily reports but also to deliver more, better and more up to date information to both the client and to our relationship managers. It was obvious that the existing technology just wasn't going to be able to cope".

#### The solution

McFarlane consulted entrustIT, hoping to identify a future proof solution that would provide the information needs of both the customer and the account team, that could be delivered to the client via a modern user-friendly interface and yet one which would require no additional infrastructure investment from Key. Finally of course, it was vital that the existing flow of spreadsheets was never interrupted.

entrustIT's solution was to re-develop the database application in SQL Server 2005, replacing the spreadsheet system with a range of reports in Microsoft Reporting Services. Then with consumption reports in place, they implemented a Business Intelligence solution using Microsoft's OLAP engine, SQL Server Analysis Services, in combination with Panorama Software's NovaView OLAP client software. This combination puts powerful and intuitive, graphical information analysis functions capability in the hands of end users.



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"Using this toolset", McFarlane points out, "we can deliver much more value than static reports. We can begin to look at trends and seasonal effects for example that should enable us to be proactive in servicing our client's needs."

The system is fully hosted in entrustIT's own secure data centre and delivered via Microsoft Terminal Services and within Internet Explorer Says McFarlane, "This is perfect for our needs, it means we can deliver a critical solution on reliable enterprise class infrastructure, without having to make a capital investment ourselves."

John Hardstaff, Head of Sales and Marketing at entrustIT comments, "Secure, reliable and responsive hosting facilities are at the core of everything that we do. Our Virtual Desktop/Application ranges are designed for the general needs of an SME customer and rely on data centre hosting and client delivery systems. But there are times when something a little more specialised is required and we can deliver an almost limitless range of hosted solutions to our customers."

"entrustIT are a cost effective, trusted partner whose Microsoft skills are second to none" says McFarlane, "they are our first choice for Microsoft and IT requirements and I'm sure our partnership with them will continue for a many years".

**If you're considering a change to your infrastructure, whether it's a migration, upgrade, health-check or trouble-shooting visit, our consultants will be able to help. Contact John Hardstaff on 0870 383 0045 or email: [john.hardstaff@entrustit.co.uk](mailto:john.hardstaff@entrustit.co.uk)**



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