



Standard ERP

ICEE Limited

Webpage

www.icee.co.uk

■ ABOUT THE COMPANY

ICEE uses Enterprise by HansaWorld to secure ISO 9000 certification

ICEE Ltd, a service provider to the communication industry, has selected a fully integrated financials, job costing and stock management software solution from HansaWorld. The order for Enterprise is valued in excess of £20,000, with implementation and support being managed by software reseller, Countdown Systems.

Enterprise was chosen to replace an accounting package, which could only offer a DOS-based job costing module, in a bid to run the business more efficiently, enabling a much tighter control of operational costs, and ensuring that the company is able to meet the quality standards required for ISO 9000 certification. This is a key requirement for ICEE because it installs, commissions & provides product solutions for a number of blue-chip companies & Network Providers on an international basis.

Paul Harris, Founder and Managing Director of ICEE, comments, "Being able to demonstrate our ability to consistently provide services that meet our customers' requirements and our own industry regulations ensures that we enhance customer satisfaction and secure further business. The ISO 9000 quality standard is a benchmark for our organisation and in order to consistently achieve this, we needed to implement new IT systems at the core of our business operations."

He continues, "The main challenge we faced was finding a single, integrated product that would provide us with real-time information to support our business activities, including financials, job costing and stock management, rather than having to use a mix of bolt-on applications from different software authors. Enterprise is a well proven, international business management product and it was the only solution in this price category that could offer the level of functionality that we were looking for within a single database."

The job costing functionality of Enterprise was key in the selection process. ICEE opens job records to keep track of customer orders and associated costs, including materials and employee expenses, while incorporating the time spent on each job.



Many of these jobs are open for several years, with customers continually increasing or changing their orders, which means that ICEE requires a very detailed breakdown of this information.

Harris continues, "A key priority was to be able to control and identify cost and have the ability to drill down to a very detailed level and with Enterprise we are able to achieve this. The software has a very user-friendly interface, which makes the process of keeping information up-to-date very simple."

The stock management module within Enterprise also provides ICEE with detailed stock analysis and history, enabling tight quality control, while assisting in the management of intelligent purchasing of parts and components from an array of suppliers.

Commenting on the service provided by software reseller Countdown Systems, Harris says, "I have been very pleased with the level of customer-responsive support we have received from Countdown Systems. They have taken the time to understand our business and have therefore been able to show us how to utilise Enterprise to best suit our needs."

He concludes, "Enterprise has really improved the way we manage our business information and ensures that we can meet the ISO 9000 quality standard. As an integrated product, Hansa offers us a ubiquitous selection of business applications and it has the scope and flexibility to suit our future requirements as we continue to expand."

■ ABOUT HANSAWORLD

HansaWorld is a leading software house providing a full suite of Enterprise Resource Planning and Customer Relationship Management products that delivers the flexibility required by today's businesses.

The group employs more than 300 staff with a strong network of subsidiary companies and distribution partners on all continents. This network enables us to offer international implementation in over 30 languages with country specific localizations. The products are easy to use and available on all smartphones, tablets and desktops including Mac, iPhone and iPad.

HansaWorld continually invests in Research and Development to provide innovative and future proof products to our customers.

As recognized innovators for over 25 years, HansaWorld shows continued technological leadership in the international business software industry.

More than 550,000 companies trust us with their business critical information.



HansaWorld UK Limited,
Dubai Silicon Oasis, HQ Building
Office A108-4, 1st Floor, Dubai, UAE
Phone: +971543871523
E-mail: jana.b@hansaworld.com