



Standard ERP

MacSupport

MacSupport is the leading re-seller of Mac solutions in Sweden with a focus on the media sector.

■ COMPANY PROFILE

- The company has been active in the computer industry since 1986.
- MacSupport acts as an Apple Center, Apple Publishing Partner and Apple Education Partner.
- MacSupport is an authorized Apple Service Provider.

MacSupport is a part of the MediaSolutions group, which is the leading re-seller of IT solutions for the media market in Scandinavia. The group also includes: PC Support, Function, ColorDoc, InMedia and QZ. Today, the MediaSolutions group has 80 employees, divided in six offices situated in: Stockholm, Gothenburg, Malmö, Lund, Växjö and Västerås.

■ PRESENT SITUATION

As the leading re-seller of Mac solutions in Sweden, it has always been strategically important for MacSupport to conduct their own business on Macs. Previously they used Maconomy – a non integrated ERP solution. In order to meet company requirements Maconomy was supplemented with two additional systems: FileMaker and MeetingMaker.

This solution resulted in additional overhead and administration. Finally with the release of Apple's OSX, Maconomy could no longer meet the increased demands of MacSupport.

■ CHOICE OF ERP

MacSupport was looking for an integrated, Mac based system. "We sell Macs, we believe in Mac and so we want to run all our programs on Mac", proclaimed Rolf Lindström, Project Manager at MacSupport.

Business requirements demanded that the solution should provide an integrated webshop, CRM functionality and quote register.



After a successful product demonstration of the desired functionality MacSupport decided to choose Enterprise by HansaWorld. During the business analysis it was also identified that Enterprise could be quickly customized to include a reservation module that would handle the allocation and flow of orders and purchases.

In early 2006 MacSupport converted the first of their companies to Enterprise 5.1 and a month later the rest of the companies were converted.

It's a simple system, it's really easy to use

Rolf Lindström, Project Manager at MacSupport

■ INSTALLATION

Enterprise by HansaWorld

- 5 companies
- 22 named users and 25 concurrent users.

Modules

- Finance
- Purchase
- Logistics
- Sales
- CRM
- Warehouse
- Quotations
- Fixed Assets
- Calendar
- Resource Planning
- Access through Internet (WAN)

Webpage

<http://macsupport.se>

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Server

Mac Pro and one XRAID

Benefits and results

- Less administration
- Increased efficiency
- Low TCO as all administration and management runs simultaneously on the same hardware.
- Better control of settings and backups

Today MacSupport's integrated ERP solution is totally aligned with the company strategy and philosophy. This solution has ensured that all the daughter companies can provide common reports within a single system. This consolidation has provided corporate management with a powerful reporting toolset based upon a single dataset. This has been especially appreciated as HansaWorld's underlying structure of registers ensures that it is possible to access information from any point within the system, thus reducing administration and handling overheads. For example it is possible to view all events associated with a purchase order, from product delivery to customer invoicing.

■ FUTURE

Full implementation of the CRM module and additional education, are a few things on the agenda. Furthermore, MacSupport intends to sharpen the reservation module and create a webshop.

■ 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.



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