



Hilltops IT Case Study

Tyrell CCT: QuoteWerks Development

"We're delighted with the bespoke utility as it saves us hours of time-consuming manual updating every week and enables us to concentrate on more profitable tasks" – Lynn Keegan, Office Manager



Project Brief

Situation

Tyrell is an existing user of QuoteWerks in Ireland operating a base currency of Euros. They recently opened an office in the UK, operating a base currency of Pounds Sterling, and wanted to share the same QuoteWerks products database as had already been set up by the Irish office.

Customer Profile

Tyrell is the leading creative technology solutions provider for the broadcast, post production, education and corporate sectors. They currently support over 300 systems for a broad range of customers. Tyrell understands the unique pressures of digital media creation and the need to ensure that the creative technology at the heart of the business is always performing, available and reliable. They offer a complete range of audio, video, graphics and storage solutions from leading global suppliers. Tyrell recognises each client's individuality and supplies products and solutions tailored to meet precise requirements. They provide turnkey solutions for creative professionals including consultancy, workflow and system design, installation and full technical support services.

Objectives

To resolve their currency issues, Tyrell decided to commission some bespoke development work on QuoteWerks, the objective of which was to automatically update the Euro prices from the UK prices and save the users from the time-consuming task of having to do this manually on a daily basis.

The Solution

Finding the Right Solutions Partner

To manage the development and the implementation, Tyrell chose the services of their existing QuoteWerks partner Hilltops IT, due to Hilltops IT's in depth knowledge of the QuoteWerks API (Application Programming Interface) and proven track record in using it to customize QuoteWerks to meet other users' specific business requirements. Tyrell were confident that Hilltops IT fully understood their issue and that the proposed solution would meet their requirements.

Solution

Hilltops IT developed a bespoke utility for Tyrell which users access from within QuoteWerks to automatically update their product price lists once the day's exchange rate has been entered. From the users' perspective, this involves just a couple of mouse clicks to achieve what they need; a task which was taking up to a couple of hours each day. By taking elements of QuoteWerks-based utilities which Hilltops IT had developed for other clients, Hilltops IT were able to deliver the solution very quickly and very cost-effectively.

Results and Benefits

The bespoke utility developed by Hilltops IT saves Tyrell's QuoteWerks users a couple of hours each day that they previously had to spend manually updating the prices – time which can now be spent much more productively on other business tasks.



Summary

Tyrell CCT

Lynn Keegan, Office Manager at Tyrell is “delighted with the bespoke utility as it saves us hours of time-consuming manual updating every week and enables us to concentrate on more profitable tasks.”

Hilltops IT

“Quote from Hilltops IT”

Project and Service Delivery Timescales

QuoteWerks Consultancy and Training: June 2008 to date

Bespoke Development: July 2009

QuoteWerks and Support: June 2008 to date

Software

ACT! by Sage: http://www.hilltopsit.co.uk/act_by_sage/
QuoteWerks: <http://www.hilltopsit.co.uk/quotewerks/>
ConnectIT-MAS90: http://www.hilltopsit.co.uk/connectit/connectit_mas90.aspx
ConnectIT-MSCRM: http://www.hilltopsit.co.uk/connectit/connectit_mscrm.aspx
ConnectIT-Sage: http://www.hilltopsit.co.uk/connectit/connectit_sage.aspx
ConnectIT-WebCart: http://www.hilltopsit.co.uk/connectit/connectit_webcart.aspx
ConnectIT-Workflow: http://www.hilltopsit.co.uk/connectit/connectit_workflow.aspx
GO-Global: http://www.hilltopsit.co.uk/go_global/

SQL Server Express: <http://www.hilltopsit.co.uk/resources.aspx>



More Information

Customer Name: <http://www.tyrell.ie>
Hilltops IT: <http://www.hilltopsit.co.uk>

Software Solutions

QuoteWerks: <http://www.hilltopsit.co.uk/quotewerks/>
ACT! by Sage: http://www.hilltopsit.co.uk/act_by_sage/
ConnectIT-Sage: http://www.hilltopsit.co.uk/connectit/connectit_sage.aspx

Service Provision

QuoteWerks Consultancy: http://www.hilltopsit.co.uk/quotewerks/quotewerks_consultancy.aspx
QuoteWerks Training: http://www.hilltopsit.co.uk/quotewerks/quotewerks_training.aspx
QuoteWerks Reports Authoring: http://www.hilltopsit.co.uk/quotewerks/quotewerks_reporting.aspx
QuoteWerks Support: http://www.hilltopsit.co.uk/quotewerks/quotewerks_support.aspx
Bespoke Development: http://www.hilltopsit.co.uk/software_development/

Hilltops IT

Hilltops IT was established in 2005 to provide software services and solutions to small and medium sized businesses. Hilltops IT specialises in delivering end-to-end contact management, quoting, ordering and invoicing systems and business intelligence solutions with "off the shelf" products backed up with expert consultancy, training and support services. Hilltops IT also has a proven track record in developing bespoke software solutions, software products, add-on utilities where "off the shelf" products do not completely fulfil a client's requirements and business intelligence solutions.

Our key "out the box" product offerings are QuoteWerks, ACT! by Sage, Microsoft CRM, ConnectIT, Sage 50 Accounts, Sage 200 CRM and Sage 200 Financials and Commercials. We also have an extensive range of product development, custom bespoke development and website projects in our portfolio.

Working with Hilltops IT, you will receive a warm, down-to-earth and professional service which will exceed your expectations.

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