Barrettine chooses Datel for ongoing Sage X3 system support

The Barrettine Group, a global manufacturer of high-quality domestic and industrial chemicals, recently opted for Sage X3 Managed Services from Datel. The company was looking to maximise its investment into its new Sage X3 business management solution, and wanted the convenience of having a team of experts readily available to help end users get the most out of the software.

Already a long-standing customer of Datel, Barrettine had been using Sage Line 500 for many years for finance and accounting. As the company's processes and procedures began to evolve, it was a good opportunity to review the ongoing requirements of the business – both in terms of considering an upgrade and looking at a more efficient way of handling any development and issue resolution work.

Barrettine had identified an increasing need for a more sophisticated system that would help it to streamline operations by fully integrating inventory

management. It was also interested in adding bespoke capabilities, such as the ability to upload health and safety data sheets and product licences.

"We had been using the Sage Line 500 software for many years, but as our business needs change, it made sense for us to invest in a more advanced system that would meet the future demands of the company," explains Chris Randall, Group Financial Director at the Barrettine Group.

"During one of our regular review meetings with Datel, we were presented with the option of upgrading to Sage 1000, or implementing Sage X3. We wanted our next purchase to be a long-term investment in the business that had the flexibility to adapt as we grew and so we decided it was best to choose the more flexible Sage X3 software. The in-depth understanding that the team at Datel has of our business meant they were able to give really valuable and insightful recommendations throughout the process."

Previously, Barrettine had benefited from having Datel's technical support team on hand to resolve any system issues quickly and effectively. When moving to Sage X3 however, the business selected a more comprehensive package available through Datel's Managed Services team. This means that it benefits from instant, direct access to a team of knowledgeable Sage consultants, who together ensure optimum, uninterrupted performance through proactive monitoring of the Sage X3 system for Barrettine. The decision has allowed staff to focus on strategic initiatives to drive the business forward – rather than spending time and effort on the day-to-day management of its ERP software.

Randall continues: "With a single point of contact for all support issues, a solution to an issue is just a phone call away and we have found that end users always receive a very quick response to logs. As a business, we also no longer have to worry about the day-to-day maintenance of the system – whether

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Chris Randall, Group Financial Director, Barrettine Group

running backups or checking event or SQL logs – and we have an ongoing resource ready to complete tasks such as developing ad hoc reports.

"It has been hugely advantageous to have a team on hand that can tailor the software as required. Previously, we had relied on outsourcing to independent consultants. However, this resulted in delays due to availability and gave our team the added pressure of booking support on a ticket-by-ticket basis."

"Having an instant, personal service from someone that had in-depth industry and technical knowledge is very important to us here at Barrettine, particularly as we were investing in sophisticated technology that was far more advanced than anything we had used previously," comments Randall. "Without our own in-house IT resource, it was important that our software could be tailored by someone who understood our company and the types of challenges we incur. Since acquiring the help of Datel's Managed Services

team, we have experienced nothing but friendly, expert support and overall the investment represents excellent value for money."

Tony Coombes, Account Manager at Datel, adds, "Having already been working with Barrettine for many years now we were delighted that they decided to adopt Sage X3 software and also invest in additional support services.

"With excellent feedback received to date, we have no doubt that our highly skilled and experienced consultants will continue to run Sage X3 smoothly for Barrettine – a critical pathway to ensuring the business is working at optimum productivity."

Barrettine Support Stats:

▶ 316 calls to Datel over a 12 month period

▶ 79.3% of calls were responded to within 10 minutes of receipt (April-June 2017)

▶ 46.5% calls were closed within first 8 hours (April-June 2017)

About Barrettine:

Established in 1879, the Barrettine Group is a supplier of chemicals to customers ranging from small private companies through to blue chip multinationals across various industrials. It has four trading divisions: Barrettine Products, Barrettine Industrial, Barrettine Environmental Health and Woodman Hill Ltd. Headquartered in Bristol, it employs around 90 people and has a turnover of approximately £20 million.

Barrettine Group

About Datel:

Datel is the leading Sage Business Partner in the UK, providing Sage consultancy, implementation and support for Sage 200, Sage 1000, Sage X3 and Sage CRM. Datel also offers its own innovative Fusion range, a suite of products that enhances and extends core Sage functionality. Headquartered in Warrington, Datel also has offices in Leeds and London, employing a loyal team of over 170 highly skilled people who look after its growing base of more than 1,000 customers across the UK.