



E X P R E S S

INFORMATION SYSTEMS

Case Study:

SecureLogix Corporation

Background

SecureLogix Corporation enables secure, optimized and efficiently managed enterprise voice networks. The company's ETM® (Enterprise Telephony Management) System hosts a suite of integrated telecom applications that protect critical network resources from telephony-based attack and abuse, and simplify voice network management. They secure over 2.7 million phone lines.

Situation

The current software that was in place was causing several issues with their operations and finance group. They were experiencing severe operational inefficiencies from how orders were being processed to the method inventory was being managed and finally getting all the information back to accounting for financial reporting. Their sales team began to lack confidence in the system on inventory availability when placing orders and soon found that orders were being lost due to the amount of time it took to respond to a customer during the order experience.

Accounting also had issues with the inventory system and no longer relied on the information. The amount of time to close the books each month began to grow out of control to the point of complete distrust in the system and the need to manually input the information. Because they could not rely on the information they began to use Excel spreadsheets to support their business. Excel soon grew to be their report writer of choice but soon concern arose on the issue of security.

Solution

They evaluated several solutions but in the end it was Express Information Systems that brought Microsoft Dynamics GP to solve their problems.

“They helped us to understand how our operational inefficiencies could be reduced and also identified better processes that we could take advantage of with GP that we did not even know existed.” – Susan Quidley, Administrator

Results

As a result, GP took their company to the next level. Since the implementation SecureLogix has experienced a greater accountability of their inventory. The workload involved in closing the books each month has decreased by more than 50% which resulted in greater efficiency in the accounting department.

“Due to the knowledge and support of the consultant assigned to us from Express Information Systems, we were able to implement the new accounting system without disruption to our business.” - Susan Quidley, Administrator