

## Solutions for a New Economy

Eclipse is a specialist Information Systems company focused on the provision of service led sourcing and IT solutions. Operating from Hinckley, Leicestershire, it has been trading since 1996 and has successfully built delivery models that develop strong and long-lasting relationships with its clients which range from large and complex Corporates to SMEs. Through its subsidiary company, HRGO IT Recruitment Limited, Eclipse can also provide highly flexible, economic and responsive IT skills resourcing that means it can operate as a full service Technology Partner that supports the shifts in internal IT profiles as business pressures continue to change.

## Vision into Reality

Our Vision is to help our clients achieve their business objectives by providing the best possible service in the delivery of Information Technology services. The Reality is that we have been doing that for the last 12 years & will continue to improve our capability & referenceability going forward.



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## Consignment Tracking - improving your service levels

Many more companies are operating on a global level with markets and economic regions growing ever closer together. In bringing the world together, Logistics is becoming more complex as a result of these trends. Organising the flow of materials and information is becoming vitally important for the profitability and competitive strength of any company. Logistics and Supply chain management has become the most crucial operation to every business. Logistics has grown into a significant factor for strategic success. This is why there is an increasing need for applications and infrastructure development and support from people who already understand the challenges and issues in these uncertain times. The European market is converging and the globalisation of markets is progressing rapidly. Against the background of a rapid increase in international trade, it is now equally important to cover distances swiftly and manage worldwide information systems efficiently. In order to cope reliably with these complex logistics processes, partners are needed who understand your markets, people and mentality. With successful companies focusing their attention on core activities, there is a growing need for professional partners like Eclipse. New information technologies, globalisation and changing responsibilities have turned the logistics chain into a decisive competitive factor. This, in turn, has led to the need for external specialists who can integrate themselves effectively into the organisation and establish how best to bring competitive edge with the applications and infrastructure skills and solutions available to them.

One of our clients - a major logistics company - highlighted issues with the tracking, delivery and status recording of shipments to many clients around the world. This was making the recording, reporting and confirmation of delivery to customers unreliable and therefore customer complaints were increasing and the service levels were becoming unacceptable. Eclipse has provided the client with a solution for the tracking of all transportation and delivery of shipments. This tracks, monitors, produces trend analysis and reports on the delivery of all shipments. We also provide the client with regular updates on a timely basis. Data flows into and out of the system via a variety of mediums including handheld scanners, in-cab devices as well as from internet based applications. Enhancements to the system are implemented seamlessly along with testing and user acceptance which has not affected the 24x7 process and customer service levels in any way. The client can now record multiple statuses for the monitoring of critical information in real time. Problem spots can now be identified more quickly and their customers have got a much clearer understanding of exactly what the current situation is. The whole system allows our client to provide a level of continuous improvement that allows their business to grow and the customer experience improvement is proven.

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## Further BIZsheets

- Timeline management
- Warehouse management
- Consignment Tracking
- Invoicing
- Rating/Tariff Maintenance
- CRM
- MI/KPI reporting
- Finance
- Administration
- Human Resources

BIZsheets are provided in both HTML and plain text format. Some servers still have difficulty supporting HTML messages so a plain text version is available on request.

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## Managing your business in a permanent state of change

Midsized company directors we have spoken anticipate more change than other CEOs but are less successful in managing it. This may seem surprising, since people often assume that smaller companies are more agile than large ones. But midsized companies have fewer resources and less bandwidth to handle unexpected or disruptive external influences. They also operate in fewer countries and offer fewer products and services so they have less experience in managing in a permanent state of change. Many of these directors in midsized companies that we have spoken to report that they are struggling to keep up. Changes in their organizations are not happening fast enough. The sheer breadth and complexity of change is increasing daily. Other factors such as managing change in multiple countries are new to them. There is an increasing need to recruit people outside their organization with the expertise to allow key staff to focus on more strategic issues. Inevitably, change involves discovering what is good for today and how the company can design, develop and deploy efficient, effective and economic solutions to meet the needs of the future. One of the main reasons why these changes have become costly and difficult to manage and the supporting technology infrastructure and applications along with it, is that the issues and challenges are often siloed across various departments and groups within the company. With high costs to manage the required infrastructure and applications changes going forward, not only does this leave a reduced IT budget but also results in a slower time for the changes required to take effect across the business. In this current climate of uncertainty, this is clearly a major issue for many of the mid-sized companies we meet.

## Adaptable workforce and skills to manage change

The critical question is, do you have the adaptable workforce and skills to manage change at a faster pace and capitalize on new opportunities. Clearly this is both a challenge and an opportunity. By using Eclipse IT -as -a -Service ( ITaaS ) you can not only lower costs and deliver new functionality more quickly; you will achieve better, more cost effective results. Eclipse teams hold strong IP around specific areas such as financial systems, logistics management, warehouse management and customer and supplier portal developments.

## IT as a service ( ITaaS )

Competitively priced, IT services that are aligned and delivered using a unique approach to a complex set of issues and challenges in these uncertain times. Eclipse ITaaS provides clients with better economies for support than London and South East UK with excellent road, rail and air access. Together with an off shore business that can provide reductions on standard UK rates with a faster speed of access model

## Strong and lasting client relationships

One of Eclipse Group's primary strengths is its ability to build strong and lasting client relationships. We have been trading since 1996 and our client base covers a wide range ;those with a turnover of £1bn to SME businesses with a turnover of less than £100m