

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.



this issue

Exploring opportunities for efficiency **P.1**

Challenges for midsized companies **P.2**

The challenges of cross border invoicing

There is real value locked up in the financial supply chain of companies. This is due to a lack of quality, timely and structured information, as well as inefficiencies resulting from disjointed and manual paper-based processes. The generation of remittances and processing of invoices, including the reconciliation of related payments, is core to a value chain. It is clear that making performance improvements will have benefits for many companies. Invoicing, as a process, is central to the cash flow and liquidity of any company, where even small improvements in efficiency can have real commercial value such as improved working capital, reduced gearing and better liquidity. European businesses have been pursuing paperless invoicing for years to increase efficiencies, reduce errors, improve responsiveness to customers, and reduce the amount of paper that must be handled, data that must be interpreted and re-keyed. There have been various directives that support the view that Europe cannot compete unless it becomes more inventive, reacts better to consumer needs and preferences and innovates more. In recognising and reacting to this challenge two aspects emerge as the basis for improving European competitiveness in a global economy; these are efficiency and certainty. Making value chains more efficient reduces cost; improving the certainty of the environment in which they operate makes them more competitive. One of our customers – a major global logistics company – highlighted issues with the quality of

the data within their invoices and with the format of some of their countries invoices being produced.

These issues were often caused by having a wide variety of formats with differing sales tax requirements. Further challenges of producing clean, legally accepted invoices in a variety of media in a timely and cost effective manner was also a key part in improved cash-flow. Eclipse has been able to provide and support both mainframe solution and PC based solutions for producing invoices in a format that varies by country and that can have its content tailored depending on customer requirements. Invoices can now be produced and distributed directly to the country, filtered into a postal system and delivered directly to a client, or via an e-Invoicing system for end customers to view, print and download invoice data from. Base data for all distribution methods is maintained and secured within the mainframe environment for enquiry, invoice correction and cross border legal requirements. Timely delivery of invoices is a high priority to our client which means we need to support these applications and systems 24x7 even more so in the current economic climate. The successful development and support of these systems has led to invoices that are similar in layout across the client's worldwide customer base. The invoices are of higher quality, therefore less time, effort and money is being spent on invoice query and correction, allowing staff to be utilised in areas of quality once again saving costs.



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.

Subscribe or Unsubscribe

Subscribe - Click [HERE](#) to self-subscribe. Your e-mail address will not be used for any purpose other than the delivery of BIZsheets

Unsubscribe - please click [HERE](#) if you would like to discontinue receiving these sheets for the time being.

Managing your business in a permanent state of change

Midsized company directors we have spoken to 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 organisation 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 provides a reduction on standard UK rates with a speed of access model when required.

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