

Clear thinking about your **IT** support

Case Study: ECOVERT FM

Composing the steps to move forward

Ecovert FM, based in the South East, is the UK facilities management provider for the €22bn construction and services company, Bouygues SA. Since it was founded in July 2001, Ecovert FM has made a considerable impact on the FM market, securing a portfolio of prestigious long-term contracts of up to 35 years, and is looking to continue this trend of sustainable growth, achieving client and customer satisfaction through direct service delivery by a well trained and motivated workforce.

Previously, Ecovert FM shared a server, an unsupported operating system and PeopleSoft World application with other companies in the Bouygues group. For strategic reasons the companies were split into different divisions. As part of the process, a previously shared database would need to be split and cleansed as part of an overall solution to the new needs of Ecovert FM.

A totally professional approach

As a company, Ecovert FM prefers to outsource aspects of its IT requirement, reducing the pressure on internal resources. When the time came to re-evaluate its IT needs, the company was clear that it needed to move forward from its previous position.

They contacted Prestige via the internet, where the company was included in the JD Edwards Knowledge Garden website. (JD Edwards Enterprise was the previous name of the PeopleSoft World application used by Ecovert FM.)

Prestige were ultimately chosen as the preferred supplier to address Ecovert FM's issues, who were subsequently impressed by the professionalism and approach that Prestige took to the problem.

A hosted solution tailored to the company

The limitations of the previous IT infrastructure had already been recognised by Ecovert FM. As part of the brief, they asked for a solution that would include not only provision of database cleansing services and hosting of the World application, but also technical support.



“ During the implementation, I found the Prestige team to be pro-active and resourceful, laying firm foundations for a long-term relationship. This focus on customer service has continued after the implementation, with Prestige fully involved in the on-going development of the system to satisfy our needs. ”

David Carr
Finance Director



At a glance - Technical highlights

Prestige recommended a supported O.S. and a later version of the World application than that currently used by the company. Technical and application management would also form part of the solution. As application and system upgrades would be taking place at the same time as a system transfer to new hardware, Prestige not only included hosting but also included project management of the whole operation as part of their proposal.

Another important aspect of the proposal was the Prestige recommendation that Ecovert FM move away from shared hosting to a dedicated server – an IBM iSeries (AS400) reserved exclusively for their needs. No other potential service provider recommended this solution.

Prestige the obvious choice

Throughout the whole process, Prestige took on and managed a number of important issues that needed to be resolved. These included procedural issues surrounding the acquisition of new licences and dealing with Ecovert FM's previous supplier of IT services.

Impressive results

The new system went live in October 2003 and has been running extremely well ever since.

Ecovert FM uses the system to run a full financial package including electronic requisitioning, purchase ordering, purchase and sales invoice processing, and uses the address book extensively in developing and monitoring the procurement strategy. The system is also integrated with the BACS automated bank clearing system, as well as interfacing with the payroll and works management applications.

Overall, Ecovert FM has saved money on both process costs and infrastructure by choosing the Prestige hosted solution. Prestige continues to host and manage the system on an outsourced basis.

- IBM iSeries (AS400) server
- PeopleSoft World Enterprise application
- Hosted outsourced solution

Business benefits

- Moved from shared to a dedicated server
- Zero in-house technical capability required
- Technical and application management fully outsourced
- Integrates and interfaces with other key company applications
- Ongoing onsite training workshops

For more information:

To find out more about the solution featured in this case study or about how Prestige could help you, call us now on

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Or, visit us at

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