



Doctors Chambers upgraded their financial system, Microsoft Dynamics GP, but found its existing reporting tools were not flexible enough to provide the information they required.

Their onsite Microsoft Dynamics GP consultant suggested Sharperlight.

After a successful presentation where the SharperLight team created reports that had previously proved elusive to create for the Doctors Chambers IT team, the solution was chosen.

Working with the Dynamics GP consultant, Sue Westlake (Sepia Solutions), the new reporting framework was implemented in a very short period of time with key reports and training completed in two days.

Doctors Chambers reaped significant benefits; more accurate information, time and money savings, more proactive staff and better business decisions.

Customer Overview

Doctors Chambers provide independent medical evidence and rehabilitation services to the UK market. Established in 1994, they utilise a panel of 20,000 medical experts and therapists to advise on cases. They are also a founding member of the Association of Medical Reporting Organisations (AMRO), a union focussed on the promotion of professional standards within the medico-legal industry.

The Challenge

Doctors Chambers embarked on a successful, large scale integration of their new financial system, Microsoft Dynamics GP 10 (Dynamics GP), with their bespoke case management system, Phoenix.

The one unifying piece of data across the business and all systems is the individual case number. Reporting from both Dynamics GP and Phoenix needed to allow for this. However, once the finance team started running key reports, such as claims processed vs. cost, Dynamics GP's reporting limitations were soon realised.

Despite the IT team spending much time and effort writing the reports, it was still an arduous process. They considered changing the code, but instead chose to search for a third party application.

The onsite Dynamics GP consultant, Sue Westlake (Sepia Solutions), suggested Sharperlight and showed it to the team. Financial Controller, Simon Robinson, liked what he saw and decided to ask Sharperlight to present.

Results

The benefit of Sharperlight was immediately apparent as Simon explains, "It's a very good product and has had a major impact on our business. It's really transformed much of what we do because it's so fast. You write a report in Sharperlight, just press the button and away you go."

Additionally, Sharperlight has contributed to significant cost savings as Simon notes, "There's a definite cost saving. Because of Sharperlight's fixed number of concurrent licences and yearly fee we could afford to align the right users with the right systems. As a result, we increased our Sharperlight users from the initial 2 to 15."

Sharperlight's flexibility has also helped Doctors Chambers with compliance, as Sue Westlake explains, "The auditors came in recently and were asking for every report in every possible permutation. With Sharperlight we could slice and dice the data as they required and they had the information in minutes. They were very impressed."

Not only that but Sharperlight has enabled Doctors Chambers' front line staff to be more proactive and management to make better informed decisions, "Our customer service team can now answer questions, be more proactive and more efficient rather than always searching for information internally or doing duplicate work. Also, management can now get an instant view of sales, cost of sales etc. via a dashboard helping improve our business decisions."

The solution

Using Doctors Chambers' live databases, the Sharperlight team demonstrated the flexibility and intuitiveness of the solution. They created almost perfect reports during the presentation – the same reports that the IT team had been labouring to create. As Simon noted, "It was quite impressive."

Sharperlight's functionality and ease of use won over the Doctors Chambers team. Upon selection, they utilised an enterprise edition of the Sharperlight installation, including HTML reports, with the addition of an Excel and Word interface for user manipulation and printing.

Services included:

- Installation in a test environment
- Support of the Doctors Chambers' team as they completed the installation
- Initial report writing
- On-site training of the Dynamics GP consultant

Implementation

The Sharperlight implementation was very quick and easy. It was installed on an isolated PC for testing then loaded onto the live server.

The Sharperlight team worked in close collaboration with Dynamics GP consultant, Sue Westlake, and within one day she had created the previously elusive profits vs. expenses graph. Within two days, 10 reports had been written and Sue was fully trained.

Customer Profile

Doctors Chambers provide independent medical evidence and rehabilitation services to the UK market. They utilise a panel of 20,000 medical experts and therapists to advise on cases.

Industry

Medico Legal.

Company Size

Annualised sales in excess of £18m and employs over 100 staff.

Scenario

How Sharperlight's reporting framework enabled this industry leader to easily, quickly and accurately report on, and drill into, information from multiple data sources. Resulting in more accurate information, time and resource savings, more proactive staff and better business decisions.

Business Situation

Doctors Chambers upgraded their financial system, Microsoft Dynamics GP. However, they found its existing reporting tools were not flexible enough to provide the information they required from both Dynamics GP and their bespoke case management system, Phoenix.

Solution Summary

Enterprise edition of SharperLight with an Excel, Word and HTML presentation layer.

Value to the Business

- Transformed the business – "press a button and go" access to required data.
- Significant cost savings by system licence optimisation.
- Compliance support provided by the ability to slice and dice data as required for auditors.
- Improved front line staff proactivity due to instant information access.
- Better informed business decisions due to instant views of data.