

CASE STUDY EXCELLENCE DELIVERED

The Opportunity

Edenhouse was approached by Sanctuary Group to assist in their ambitious SAP transformation programme, one that would meet the challenges of rapid organisational growth while improving front line customer services and operational efficiency. Sanctuary had over 30 core systems from various suppliers and recognised the need for a single platform that could cope with the diversity of its business needs.

The Solution

Sanctuary put a strong emphasis on the design phase of the project to ensure that the platform was as simple and standardised as possible. We held design workshops with each of the business areas involved. The outcome was a phased programme of releases, each going through several stages including planning, design, building, testing, implementation, and post implementation support.

The Results

Sanctuary saw benefits in three major areas:

COST SAVINGS

– with more efficient and effective ways of working across all key areas including Finance, HR, Procurement and Fixed Asset Management.

ENABLING GROWTH

– with a new fully integrated SAP platform with the flexibility to grow as their requirements and their business grows.

CUSTOMER SERVICE

– achieving shorter, more effective customer calls that record more information with clearer follow up actions, leading to better overall customer service.

About Edenhouse

Edenhouse is a full service SAP consultancy providing fully integrated end-to-end business solutions and support services for both new and existing SAP clients.

As a Gold Value Added Reseller of SAP solutions Edenhouse is licensed to sell both Cloud and On Premise software. They provide a complete service of enterprise solutions from Licence, Implementation Services, Managed Services, through to Support and Maintenance.



HELPING YOU DELIVER CUSTOMER SERVICE

Passionate about SAP...

Edenhouse is the largest independent SAP consultancy in the UK, consistently rated as excellent by our customers.

Working together...

with Sanctuary Group, we are using technology to drive value, growth and enable change across the group.

We are trusted...

by over 400 customers throughout the UK - find out how we can help you too.

When your success depends on your customer service, come and talk to the company that knows how to deliver.



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Edenhouse
THE FIRST NAME FOR SAP