

Why choose Integra?

Detica explain their choice

After a rigorous selection procedure Detica chose Integra to help them upgrade and enhance their Agresso system

Detica is a business and technology consultancy specialising in helping clients collect, manage and exploit information to reveal actionable intelligence. They focus on helping government and corporate clients reveal intelligence, maintain security, manage risk and strengthen resilience in today's complex operating environment.

Detica have been Agresso users for 10 years and use a variety of Agresso modules to provide the business with a financial and project costing solution. In addition, Detica has developed a number of bespoke processes and reports within its Agresso system to provide additional functionality or address specific reporting requirements.

In recent years Detica has grown significantly and two years ago conducted a review of its Agresso system to see if the Agresso product was 'fit for purpose' or could be improved to

deliver solutions to key issues identified within the current processes.

An essential component to these improvements was an upgrade to the Agresso version 5.5. The system was reviewed to identify functionality that could be implemented, thereby improving Detica business processes.

Integra was selected to assist with Detica's upgrade to Version 5.5 and to manage the gathering of requirements for the Improvement phase of the project.

Integra have worked with Detica staff in implementing a new procurement system, introducing web based timesheets and improvements to the credit control functions.

Integra continues to work with Detica in implementing new Billing process to the business and implementing the new Agresso Fixed Asset Module.

"Integra played an important role in our Agresso 5.5 upgrade and in our wider project of functional improvements. They provided knowledge of 5.5 functional differences, understanding of the 5.5 upgrade process and expertise in Agresso design and usage in general. For example, Integra has taken the lead in implementing the Procurement, Workflow, Self Service and automated Billing functions in Detica."

Stephen Spencer
Project manager - Detica

Integra Associates is an independent consultancy specialising in implementing financial business solutions and is made up of qualified accountants and IT professionals.

An independent third party spoke to Stephen Spencer, the Project Manager, about Detica's reasons for using Integra Associates and the level of service provided.

Did you have any previous knowledge of Integra?

"We knew Integra worked with a number of Agresso customers who, like Detica, were users of Project Costing & Billing. We had spoken informally to these customers about Integra."

Why did you choose them?

"We surveyed the marketplace for Agresso skills. We wanted a supplier which had (a) proven Agresso expertise and (b) at least 10-12 of their own consultants (not contractors), so that they would be able to provide flexible resourcing (ie, deploy additional people quickly if the project demanded it). We felt that only Integra could provide this - other suppliers did not reassure us that they had strength in depth."

Do you consider they have expertise in this field?

"Quite clearly, yes. The two consultants assigned to us have more than 10 years Agresso experience each and are both qualified accountants. They have been backed up by a third consultant as a technical specialist. All of these people have 5.5 experience and upgrade experience. This was evident in many cases where problems were resolved quickly or avoided altogether because Integra had "seen it before" elsewhere and knew what to look out for."

Was the project delivered on time and within cost?

"Yes. We commenced work on the upgrade in earnest in May 2008 and our objective was to complete it by end August 2008, which we achieved. Part of the reason for this was that Integra were able to reduce timescales because they had done similar work before. For example, they delivered a full suite of User Acceptance Test plans for the upgrade within a few days, by re-use of template documents they had previously prepared. I would normally expect this to be several weeks work. Finally we found that using Integra significantly reduced our need for consultancy from Agresso themselves and we completed the upgrade with only 6 days of Agresso time (mainly software installation work). This gave us a large cost saving and resulted in the upgrade work being completed well below budget."

How would you rate the aftercare service?

"Generally we deal directly with our own consultants to arrange whatever support we need. All requests for support have been answered within a reasonable time. Often Integra have rearranged their diaries in order to accommodate short-term urgent requests ..."

Would you use Integra again?

"Yes. We are continuing to use Integra on our development programme ..."

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