



The background

KCOM Group PLC is a leading provider of integrated IT, communications, internet and telecommunications services to businesses and selected consumer markets within the UK. Through their portfolio of ICT businesses, KCOM works with both leading private enterprise customers and public sector organisations. They deliver solutions that include unified communications, contact centre solutions, data management, applications integration and managed services.

The problem

The Group's rapid growth due to acquisitions and the successful penetration of new markets meant that they were quickly outgrowing their group reporting software (Infor FDC). This meant that they needed to find a solution to their growing management and statutory reporting requirements.

The requirements

KCOM appraised two options which would address and resolve this situation; the first was to upgrade to the latest software version and the second was to invest in a new system. "We were so behind with the upgrades that it would have taken a very long time to bring it up to the standard that we required," says Eszter Pontone, Group Financial Reporting Manager, "so the decision was taken to replace the system. The selected software vendor put us in touch with Rinedata in order to help design and implement our new system."

KCOM met with the system vendor in November and had a target of April of the following year for the system to go live. The first step to achieving a successful implementation within this short time frame was for the relevant KCOM users and Rinedata consultants to meet and establish the business and system requirements.

The solution

"Even though the project team faced a very tight window to successfully deliver this new system, it was crucial to invest significant time for establishing not only what was required of the system but to understand the company, environment and business structures," says Kirit Patel, Partner at Rinedata. "When sound foundations were established, we worked closely with the KCOM accounting and IT teams to fast-track the delivery of the completed system. We utilised our wealth of consulting and

product expertise to negate the unknowns. We provided KCOM with sample functional specification, technical design documents to use and adapt, whilst at the same time ensuring maximum productive efficiency from the consulting team. This reduced the time involvement and therefore costs to KCOM. In short, we worked with KCOM to build the possible without wasting effort ascertaining the impossible."

As Rinedata could leverage an accounting skill base from its pool of expertise, KCOM felt it consistently proved to be a distinct advantage when faced with such time constraints. "It makes a massive difference that the consultants have an accountancy background and can speak the same language, as they already know what you are trying to do and why," Pontone continues. "Rinedata not only knew what was required overall but they would come and sit at a desk and work with us to find out exactly what we needed to achieve, which made them very reliable and quick." Kirit Patel, Partner at Rinedata adds, "It is a distinct advantage having a commercial finance background as it gives you tremendous insight into what the client needs and wants out of the system; we intrinsically understand the issues our clients face."

To ensure the system met all requirements and was up and running when needed, it was important for Rinedata not to operate as remote independent agents but work in house with the IT and accounting teams at KCOM – ensuring that they were fully conversant with the system. Rinedata also expedited the knowledge transfer so that KCOM personnel would not only be able to fully utilise and champion the system, but also manage changes when necessary and keep the system up to date, in pace with company growth. "We pride ourselves as being a professional outfit, and were able to determine requirements and design without overloading the team at KCOM," continues Raj Thapar, Partner at Rinedata. "They were such a great team to work with, so enthusiastic, and to be quite honest, having an enthusiastic client is half the battle won!"

The benefits

The collaborative effort resulted in a successful completion of the project within a three month timeframe. Rinedata continue their strong working relationship with the teams at KCOM with regular contact, gaining feedback from those using the

system in order to look at its continued development and customisation.

“Rinedata were excellent,” says Pontone. “They took the time to understand the company and what we needed. I was pleased that they wanted to do stuff in-house so they had the basic knowledge of how we worked. The end result of this teamwork was an implementation on time that was very smooth throughout.”

About Rinedata

Rinedata specialise in the selection, development and support of corporate performance management solutions. For over ten years Rinedata has delivered successful CPM solutions to numerous blue chip organisations across a wide range of industries. Our portfolio of experience encompasses SAP BPC, Infor PM, Oracle Hyperion, IBM Cognos and a selection of independent vendor solutions including Tagetik CPM and KCI Control.

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