

High Tech



Overview of Market

The High Tech industry is fast-moving, rapidly changing and highly competitive. As the sector matures, the market is consolidating as seen by a number of recent and very high-profile mergers and acquisitions.

As a result, High Tech companies are facing constant challenges. They must deal with the continued threat of outsourcing, ensure they have the right partnerships in place to meet their customer requirements, stay abreast of the latest market trends and achieve a faster time to market with new products or services. To compete and survive, High Tech businesses need to be flexible, efficient and deliver great customer service.

To achieve these goals and maximise business opportunities, High Tech firms are increasingly investing in information technology to streamline and control their processes and help deliver more for less. Through technology, High Tech companies can efficiently automate and manage every aspect of their business.

Issues

High Tech organisations have, all too often, neglected to focus on their own internal processes and systems. In the current marketplace those companies that now embrace technology will be able to expand and grow their business and become more efficient, agile and customer focused.

High Tech Companies Need:

- Integrated business systems and processes ensuring consistent customer service across all channels
- Streamlined financial management to allow greater efficiency and cost control across the business.
- Accurate and reliable reporting, incorporating KPI reporting and automated alerts on any financial or business parameter such as sales pipeline, utilisation, billings and product or service profitability
- A central source of customer information, to capture all client interactions and help build strong relationships
- Technology that enables collaborative working and secure document management
- Ease of integration with other business systems and devices.

Solutions from Touchstone encompass the latest technology to help address these challenges:

Financial Management

Touchstone offers a suite of integrated solutions for financial management that deliver financial control, measurement and analysis. Our solutions enable companies to monitor metrics instantly across all products, services and projects. Firms can encourage greater profitability by setting targets for, for example, credit control, utilisation and billing. Greater visibility enables more accurate costing, whether product, project or service, allowing the development of flexible pricing models. All our solutions are easy to learn and use, integrate with other business critical applications and deliver a fast return on investment.

Customer Relationship Management

Our Customer Relationship Management (CRM) solutions allow High Tech firms to develop long-term relationships with customers. Use CRM to build a first class business by helping to manage and track all customer-facing activities. Track opportunities, quotations and orders to produce more accurate and timely forecasts. Service management functionality allows High Tech companies to track service history and deliver a more informed and personalised service to maintained customers. Treat customer data as a valuable asset increasing profitability, delivering better customer service and providing a competitive edge.

Time & Expense Management

Time & Expense Management solutions automate the capture of timesheets and expense claims, accurately allocate internal costs and speed up client billing. Quickly identify personnel that have not completed timesheets or expenses and send automated email reminders. Integrate with the financial application to link time and expenses to individual projects for real-time budget against actual comparisons.

Spend Control

Automating the procurement process greatly enhances productivity and control over corporate expenditure. Use e-Procurement solutions to streamline the ordering process and to reduce errors by automating and accelerating the processing of purchase orders, payables and invoices.

Document & Records Management

Document & Records Management Solutions from Touchstone enable collaborative working with advanced electronic capabilities. Inbuilt version control helps manage documents which may be subject to numerous edits or approvals. Documents can be categorised and published directly to the website or intranet for access by both internal personnel and any third parties. Robust security ensures that companies can share information with each other and their clients whilst protecting critical information.

Business Intelligence

Solutions from Touchstone enable fast, accurate reporting across the entire business to improve business agility. Generate and distribute reports on any aspect of financial or operational performance. Create reports on many parameters and across multiple systems on, for example, sales pipeline, utilisation, revenues or billings to keep track of business performance.

Integration

Our integration tools can help High Tech companies get more value from their existing systems quickly. Eliminate inefficient business processes and empower employees by releasing them from manual data entry and re-keying across multiple systems. Our solutions all have an open architecture allowing ease of integration with other systems.

About Touchstone Group

Touchstone is committed to providing software solutions and services to meet the unique requirements of the High Tech industry. For more than 24 years Touchstone has worked closely with some of the UK's leading technology and telecoms providers to understand the challenges facing the industry and offer effective solutions to address them.

Our portfolio of solutions and services enable High Tech firms to

manage every aspect of their business, from streamlining and optimising their core business processes, to improving customer relationships to providing increased visibility and control for a more integrated, agile business.

We have worked with over 60 High Tech customers including Chordiant Software, Royalblue Financial Plc, Brother UK, MessageLabs Ltd and K3 Business Technology Group Plc.