

## IRIS Service Delivery **CUSTOMER SUCCESS STUDY** CONSULTATION

### **Company**

IRIS Service Delivery UK

### **Location**

Huntingdon, Cambridgeshire

### **Website**

[www.iris-services.com](http://www.iris-services.com)

### **Industry**

Telecoms

### **Services**

Delivering Telecommunications services throughout the UK across Mobile, Fixed and Optical Networks.

### **Employees**

180 including contractors

### **Annual Revenue**

£15million

### **SAP Solution**

**SAP**® Business  
ByDesign™

**“** We had been inefficient but In Cloud Solutions worked with us so we could learn how to do the basic things well. My experience of working with In Cloud Solutions has been really really positive.

**Kristy Williford**  
Head of Finance, IRIS

### **Contact us**

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#### TELECOMS

## DELIVERING BETTER: HOW IN CLOUD SOLUTIONS HELPED TELECOMS COMPANY IRIS SERVICE DELIVERY UK



### THE COMPANY

IRIS Service Delivery UK are key players in the roll-out of cutting-edge technology across the Telecoms sector. Ultimately owned by Nokia, they upgrade and service base stations on behalf of all the major telecoms networks.

### THE BUSINESS PROBLEM

IRIS Service Delivery UK is one of a group of companies carrying out similar work across Europe. Most are already using SAP Business ByDesign, including IRIS UK, but when Finance Manager Kirsty Williford took up her post she found she was having difficulty getting access to the business information she needed and in the format she wanted it in. The way they did things in one part of Europe did not necessarily fit with how she wanted it in the UK. For example; reports were being shown site by site, instead of on the more useful project by project basis, making it hard to get a clear view of operations. What's more, all approvals were being channelled through just one person who was spending all weekend trying to match up the right invoices to the right Project Manager, leading to bottle necks, a great deal of extra work and a lack of ownership at the Project Manager level. It was clear they needed the services of a Business ByDesign consultant to help sort things out.

### THE SOLUTION

Kirsty Williford knew what she needed and In Cloud Solutions were able to come in and re-configure the existing Business ByDesign ERP to her requirements. She now has visibility across all on-going projects which she describes as “100% better than before.” With new layers of approval added in alongside the correct coding, Project Managers are now able to control their own costs, which translates into much greater accountability - things are simpler for the finance team too!

### ON-GOING SUPPORT

IRIS Service Delivery UK now have access to on-going support from In Cloud Solutions via the Key User Agreement which will take care of all their future requirements.

*In Cloud Solutions helped us streamline how we do things.*