Rocket

Jigsaw24

Rapidly increased annual revenue and reduced transaction times.

Industry
Information Technology and Services

Challenge
Automate and extend business processes to help scale and enable continued growth

Results
- Increased annual revenue by 8x
- Constrained Information Services overhead, reducing need for added staff and freeing budget for strategic initiatives
- Created modular customer portals, improving customer experience and reducing transaction times by 80%

Products
- Rocket® UniVerse
- Rocket® SystemBuilder Extensible Architecture
- Rocket® U2 Web Development Environment

Application
Inventory and warehouse management, purchasing, sales order processing, financials

Company

Founded in 1992, Jigsaw24 is a UK-based provider of technology solutions, managed services, and strategic consulting focused on Apple products. Its portfolio includes managed and productized services and solutions, as well as specialized infrastructure for media and end-user creative technologies used for design and print. Key verticals and clients include financial services (Natwest), telecoms (Vodafone), and publishing (Hachette UK). Jigsaw24 is the UK's leading Apple Premium Service Provider, and the first UK-based company to achieve the prestigious Apple Authorized Enterprise Reseller status. It is the number one systems integrator for the creative industry, and one of only fourteen Apple Solution Experts for education.

Challenge

In the late 1990s, it became increasingly apparent that the slow and disconnected systems used for order processing, inventory management, picklist assembly, and shipping were leading to an increase in errors throughout the business, inhibiting further growth. The Jigsaw24 team understood it was critically important to install an ERP solution that would improve their end-to-end processes and drive long-term growth, even though the projected investment was substantial.

Solution

After carefully evaluating a number of options, in 1999 Jigsaw24 deployed an ERP system from Masterpack, a solution built on the Rocket® UniVerse MultiValue Application Platform. According to Neil Box, DevOps and IS&T Director, "The goal was to deploy a system that could function as an 'enabler' and not a 'blocker,' delivering robust, extensible functionality for the business."

Due to the innate flexibility of UniVerse, Jigsaw24 found it easy to incorporate Masterpack into a custom system that has supported growth from just under $20m (£15m) in annual revenue to more than $159m (£120m) today. Over the same time period, the Information Systems team has grown by only two people. "The system just works with minimal maintenance requirements," explains Box. "Accordingly, I don't need a large staff to maintain it and have been able to grow the team into a fully-fledged DevOps and IS&T operation for more strategic projects to benefit the business."

In 2001, Jigsaw24 transitioned away from printed catalogs in favor of an ecommerce-enabled website, implementing the Rocket U2 Web Development Environment to provide dynamic integration with Masterpack. This resulted in a dramatically improved experience for both customers and employees. Today, Jigsaw24 also integrates Masterpack with Salesforce for marketing, CRM, and service management, providing an all-encompassing customer-centric solution.

Results

In addition to 8x growth in annual revenue, Jigsaw24 has attracted new investment partners and expanded from 50 employees to 250, with additional offices in London, Glasgow, and Cardiff. Thanks to the efficiencies delivered by the UniVerse-based ERP system, the information systems team is still able to deliver across all functions with only four people.

In 2007, Jigsaw24 began to develop custom, Masterpack-integrated portals for its customers at no charge. These modular portals serve up dynamic, personalized catalogs and content based on specific use cases, ranging from corporate procurement, to learning and education, to employee choice (a website that allows employees to choose the best computer hardware for their needs). The portals have increased customer engagement and retention and have significantly reduced order processing and administration times by eighty percent.

> " *UniVerse enables our team to measure, deliver, and constantly improve our offerings on a truly agile basis. Simply put, we are able to quickly meet the demands of the business as it continues to grow.* "
>
> Neil Box,
> DevOps and IS&T Director,
> Jigsaw24

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