

Scorpio Worldwide



scorpio
worldwide

Client:

Scorpio Worldwide

Industry:

Distribution

Location:

Sussex

Acora services provided:

- IT support team
- 24/7/365 IT service desk
- IT strategy
- virtualisation
- ERP solution

■■ *Acora is our trusted advisor because they talk about IT in a way that people can clearly understand and are able to use to make strategic business decisions. I think of Acora as a company with very capable business people that know an immense amount about IT. ■■*

Ian Cowie

Managing Director

Scorpio Worldwide is a specialist in the travel retail market, supplying premium fragrances, cosmetics, watches, jewellery, accessories and travel goods to over 200 airlines, ferries, cruise liners, and most duty free shopping groups.

Business focus

Scorpio came to us after a period of rapid growth that saw them expand from a £5m to £25m company. With turnover increasing five-fold over nine years, they knew that their ageing infrastructure would not support their business for much longer. Working with some of the world's premium brands and increasingly demanding customers, Scorpio needed a new infrastructure that would leverage the quality of their service with innovative technology solutions.

Unique challenges

Protecting their premium reputation

Scorpio relied absolutely on their reputation for excellence, delivery and robust business continuity in order to protect their competitive advantage in the marketplace. Downtime or failures would compromise their footing with existing customers and future competitive capability.

Lack of business insight

Without accurate or in-depth reporting capabilities to understand their rapidly expanding business, Scorpio lacked the ability to make strategic decisions for their business. They needed an expert IT partner to help them understand where opportunity lay to create dramatic new value.



Limited in-house expertise and business scepticism

With limited IT resource in-house and a slight scepticism towards the idea of outsourcing, Scorpio recognised that what they required was external support to work alongside their own significant expertise.

Solution

Working with Scorpio to demonstrate clear value

Acora produced a business-focused report that demonstrated the clear benefits of the IT services required to support the business as it moved forward, showing the business as a like-for-like comparison with the value of managing their IT in house.

One clear business management system

Acora installed Microsoft Dynamics NAV. This gave Scorpio the ERP system it needed to manage all aspects of its business and provide senior management with complete transparency on business performance.

Scalability

By virtualising Scorpio's working environment, the business IT became scalable, agile and cost-efficient.

Streamlined process

a new warehouse management system was introduced to streamline existing inventory management processes, for efficiency, accuracy and enhanced productivity.

Outcomes

- total business focus: Acora takes full responsibility for all business IT
- no need for in-house IT team
- scalability and agility to respond competitively to internal or external developments
- high quality business intelligence for strategic decision making
- on-site or off-site support - immediate and accessible
- high security and robust business continuity
- clear management platform and total business transparency to protect and enhance quality of service
- stable and predictable monthly IT costs; freed-up capital to invest in the business

At Acora we focus on outcomes, not incomes

■ Acora delivers Outsourced IT Services to visionary mid-market business leaders who need strategic agility without the shackles of high risk IT. We provide the freedom to flex further, and adapt faster – fully supported by an expertly managed, outcomes-focused IT strategy. Because true service is about flexibility, we meet our clients' ever-changing strategic needs with outsourcing services delivered at whatever level feels right for them. When our clients talk, we listen. No error, no confusion, just singular, dynamic service that drives new business value at every level in a new and uncertain economy.