

**ABOUT PROMYS**

GeNUIT's PROMYS is an end to end business management solution. Based on a process-centric approach, it delivers full e-CRM/ERP/Service Management Suite capability.

ABOUT NCS

NCS is a nation-wide service organization providing voice, video and data solutions and services to public and private sector organizations. With numerous successful projects implemented to date, NCS has taken this wealth of experience and knowledge to develop a step-by-step solution methodology which is used to engineer, install and support communication solutions using structured cabling platforms including copper, fibre optic and wireless media. NCS aspires to the highest level of integrity and develops customer relationships on trust that is earned based on the services and solutions NCS delivers.

NETWORK CABLING SERVICE (NCS)**THE CHALLENGE**

As NCS grew its market share, they realized that they needed to improve access to time critical business information. In the past a lot corporate information was kept in various locations by different individuals. Other requirements included having more visibility regarding upcoming resource requirements and better understanding past resource utilization. In determining their business management requirements, NCS identified that they wanted to be able to get quotations out to customers faster and speed up invoicing.

THE SOLUTION

NCS selected GeNUIT's PROMYS end to end business management solution to work in conjunction with their Dynamics financial application. PROMYS was able to address all of NCS' requirements and more. It provided a process-centric solution that captured all business transactions in real time. NCS employees were now able to view and update relevant business information from a centralized information source that was available 24 X 7, anywhere, anytime, via a standard web browser. Other improvements included better visibility to upcoming resource requirements, better win/loss information and resource utilization. The PROMYS Portal allowed NCS to get real-time feedback from its field resources and partner community. Completion of job work orders were now possible much faster which in turn sped up invoicing.

THE RESULTS

Since implementing PROMYS, Darryl Johnson, Vice President Operations of NCS, has seen a more natural workflow process. The following are some of Darryl's comments about PROMYS:

"I like that I can use PROMYS anywhere anytime to get immediate information on any project. Regularly, critical projects require attention after hours or on weekends. PROMYS provides all NCS team members instant access."

"In our business we need go from seeing resource requirements in our pipeline to deployment of resources very quickly. PROMYS helps us manage this process."

"Tracking variances on projects is critical. PROMYS gives us this visibility so that we are always on top of how projects are performing."

"PROMYS ensures business decisions are being made at the right levels."

"We now have better visibility to win/loss ratio and can make business adjustments accordingly."

"Everyone at NCS uses PROMYS from top to bottom."