



Case Study for:



**“HCS took care of everything and were extremely efficient, knowledgeable and helpful. They made the transition easy and we are now reaping the benefits of a successful installation.”**

Kelly Anne Breen  
Marketing Manager in SCTV

### HCS Overview

- Established since 1994
- Offices in Waterford & Cork
- A team of over 20 employees
- Leading supplier of IT solutions
- World recognised accreditations
- Unique customer care programme

### Wide Range of Services Available

- IT Support & Managed Services
- Mobility Solutions
- Wireless Solutions
- Information Sharing Solutions
- Accounting Solutions
- Networking Solutions
- Microsoft Server & Desktop Solutions
- DR & Virtualisation Solutions
- Retail Solutions
- CRM Solutions
- Document Management Solutions
- Web & Ecommerce Solutions
- IP Telephony Solutions
- IT Software & Hardware Products
- Bespoke Software Solutions

### Supporting Industries Including

- Hotels
- Accountants
- Solicitors
- Estate Agents
- Retail Business
- Car Dealerships
- Government Bodies
- Education Services
- Distribution & Manufacturing

### Accreditations

- Microsoft Gold Partner
- Microsoft Small Business Specialist
- Dell Registered Partner
- VMWare Enterprise Partner
- Mamut Platinum Partner
- Cisco Select Partner
- Citrix Access Partner
- ADC Krone Trunet Integrator
- Zultys Certified Partner

## SCTV select HCS as IT partner.

### The Company

SCTV Digital have been serving the needs of the Irish public since 1985 establishing a network and infrastructure to enable communities to receive a choice of television services. Today as a premier provider of digital services SCTV continues to grow and provide exciting and dynamic programming to Ireland. A growing business SCTV is looking towards a very bright and busy future.

### The Objective

SCTV did not have an appropriate data management solution and relied heavily on Microsoft Excel spread sheets, TAS Books and a bespoke application developed in Foxpro to serve their expanding business needs.

With no reporting functionality and limited features, utilising valuable customer information was almost impossible. The requirement was to find an all inclusive business solution that would manage the entire company requirements of accounts, CRM, Stock and warehouse management, service and installation management, reporting and customer TV subscriptions. The system needed to be easy to use, flexible, dynamic and cost effective.

### The Solution

Mamut Enterprise offered everything that SCTV were looking for in one business solution at a fraction of the cost of other products in the market place.

HCS Business Solutions project managed the implementation over three phases. During the first phase HCS implemented the network infrastructure requirements included, a new Dell server loaded with Microsoft Small Business Server 2003 and a number of new Dell desktops containing Windows XP and Microsoft Office. A Fortinet firewall providing increased security and VPN capability was also installed and configured to access their Eircom broadband line.

Once the infrastructure was in place HCS commenced phase two of the project which saw the rollout of Mamut CRM, service and installations modules. Initially HCS process mapped the SCTV Digital processes to the Mamut system and then configured the system to suit their needs. Mamut was then installed on the server and rolled out to each desktop. All users were trained as a group first and then each individual was trained to match their job function requirements.

Phase three followed about two months later which saw the roll out of the accounts, subscriptions and stock control modules of the Mamut system.

The end result was a fully incorporated system that met the needs of the business but did so in a very cost efficient and user friendly manner.

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