Providing e-business capability on a legacy systems platform: a case study from the Knowledge Transfer Partnership scheme

InnovationKT 2010 Coventry

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December 8th 2010

Knowledge
Transfer
Partnerships

UNIVERSITY OF
GLOUCESTERSHIRE

TPG
DisableAids Ltd

Presentation structure

Background & Introduction
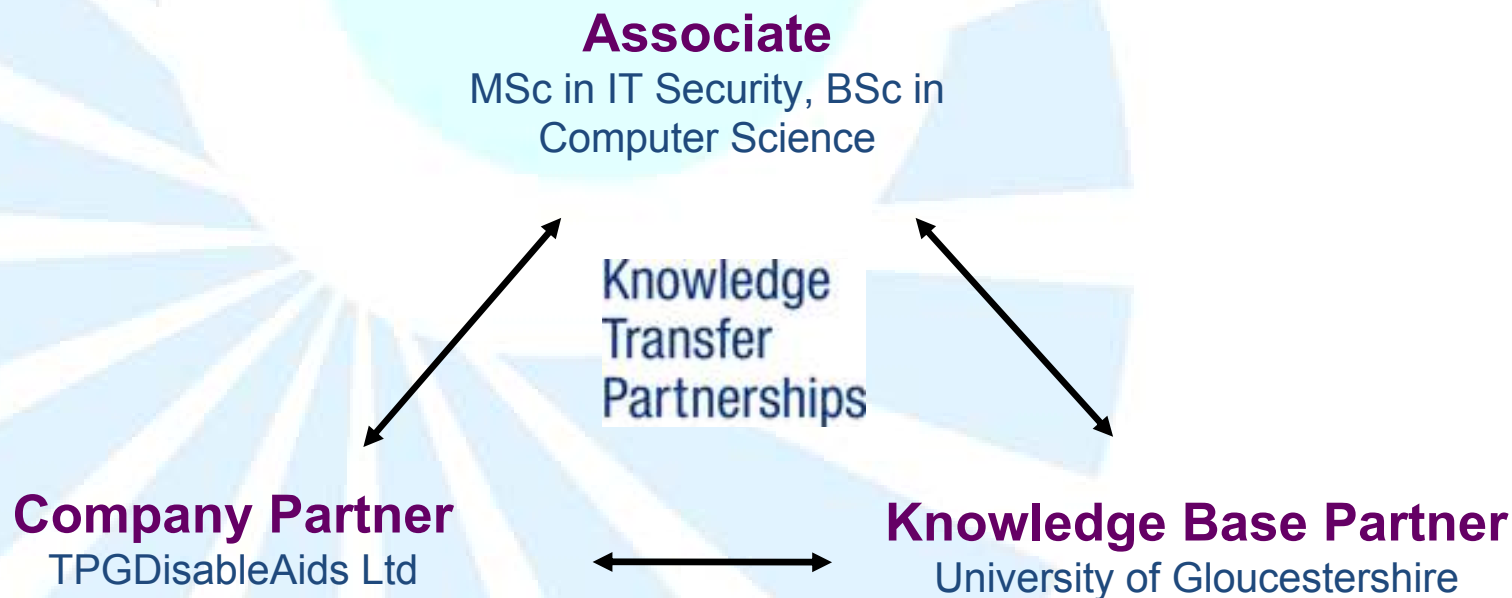
Challenges & Project Objectives

Implementation Approach

Outcomes & Key Benefits

Conclusion

Knowledge Transfer Partnership (KTP)

➡ TPGDisableAids partnered with University of Gloucestershire

➡ Two years project started in December 2008

➡ Provides specialist full time resource for the project

Associate
MSc in IT Security, BSc in
Computer Science

Knowledge
Transfer
Partnerships

Company Partner
TPGDisableAids Ltd

Knowledge Base Partner
University of Gloucestershire

Company Partner – TPG DisableAids - Background

- Family business, formed in 1984 by Tony and Pamela Gibbs, in Hereford UK

- SME company with 47 employees

- Turnover grown steadily over 26 years to £4.3m in 2009 – 2010

- Provides equipment for the elderly and disabled

**Specialist provider of equipment
to disabled and their carers**

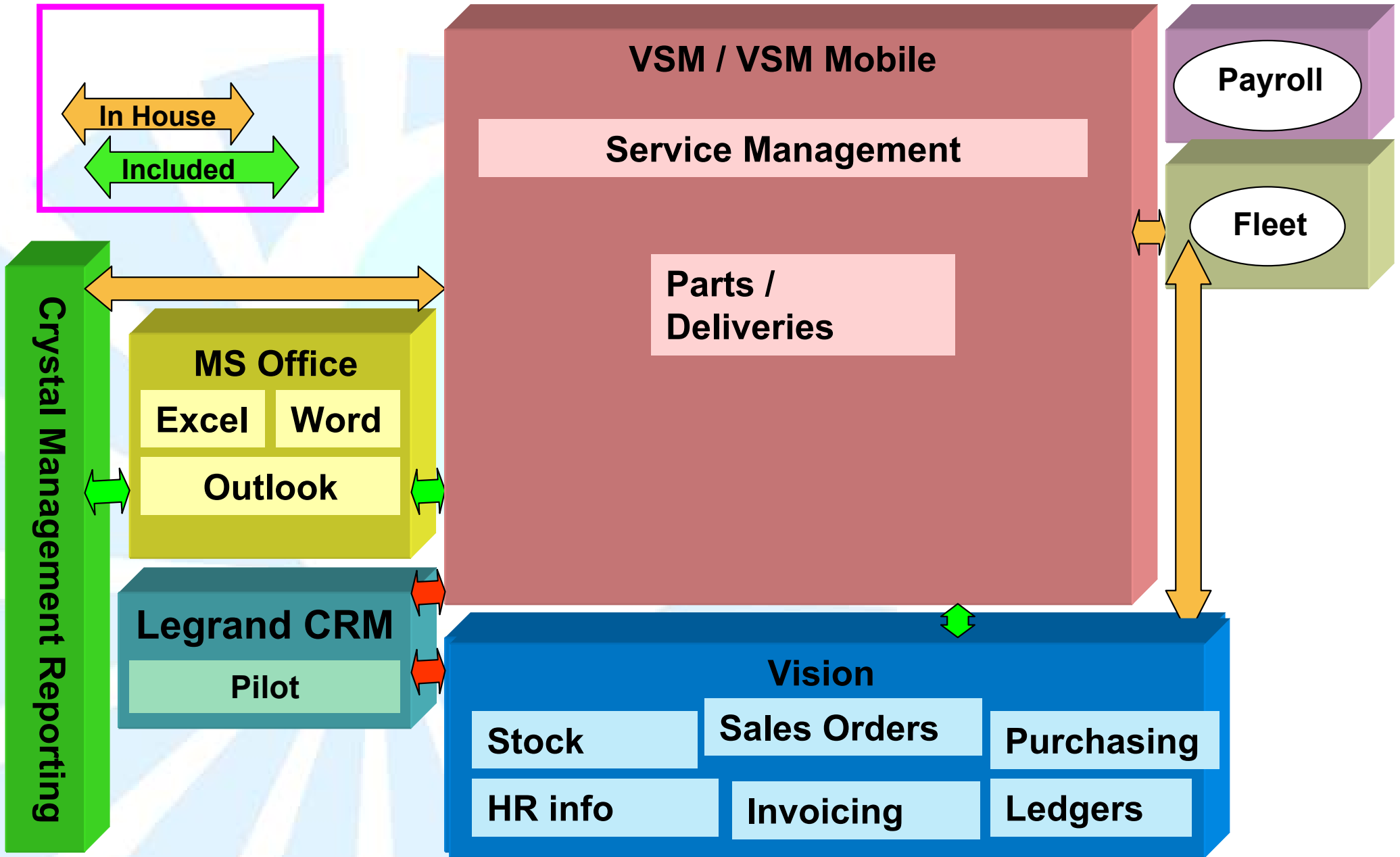**Second generation family run business**

To develop and implement e-business capabilities and processes to reduce costs and drive new revenue.

Challenge and Opportunity

- **Main customers include NHS, local councils and other public authorities, who are increasingly demanding e-business capabilities from their suppliers (e-procurement)**
- **Business opportunity to grow market share as age profile of population increases, and also to sell outside of their region**
- **Business plan is to double turnover to £8.5m by 2014/15**

Systems Portfolio 2009

In House

Included

Crystal Management Reporting

VSM / VSM Mobile

Service Management

Parts / Deliveries

MS Office

Excel **Word**

Outlook

Legrand CRM

Pilot

Payroll

Fleet

Vision

Stock **Sales Orders** **Purchasing**

HR info **Invoicing** **Ledgers**
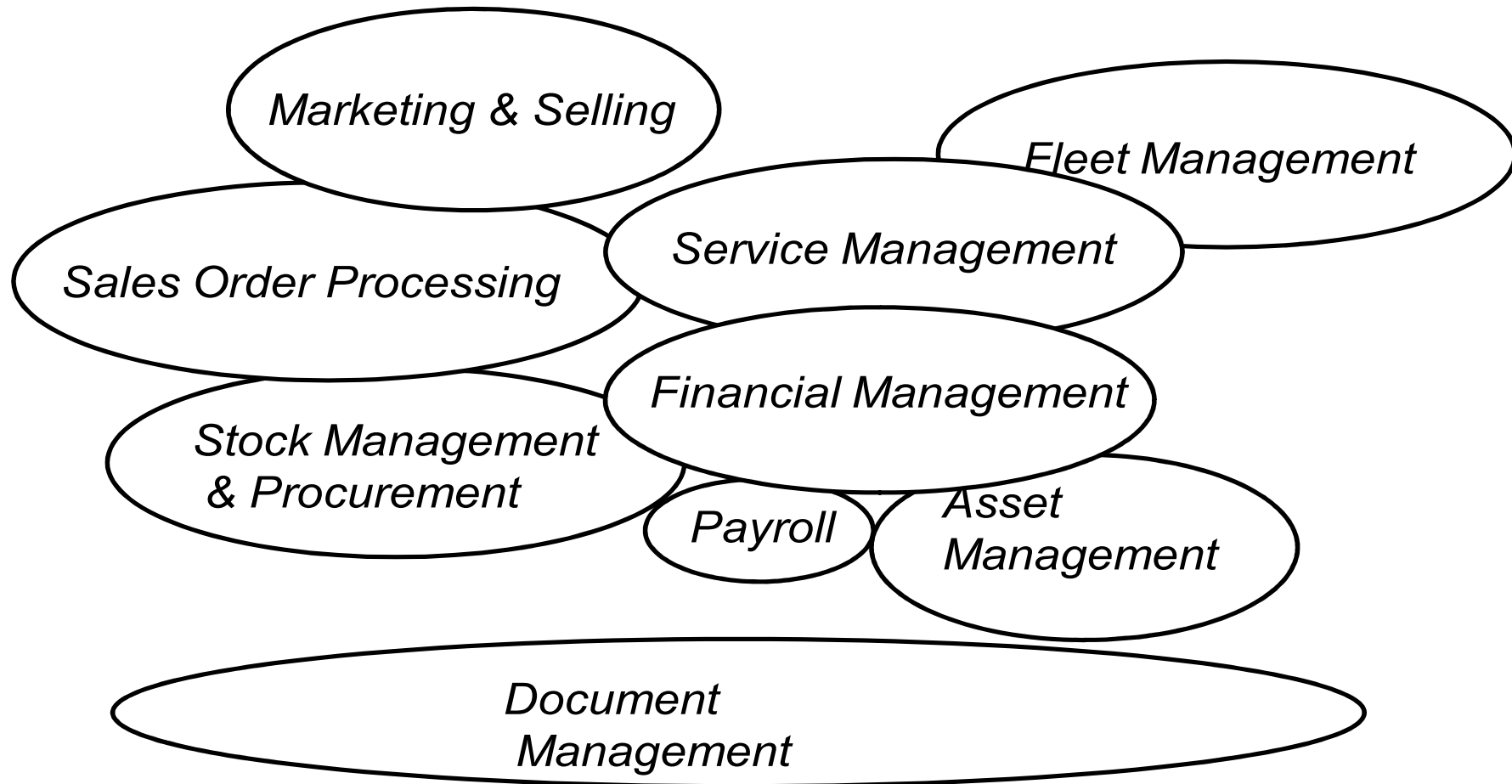
Implementation Approach - Project Stages

- ✓ Top Level Process Maps and Supply Chain Review
- ✓ Detail Business Process Mapping
- ✓ IT Infrastructure Platform Assessment
- ✓ IT Infrastructure Upgrade
- ✓ e-Procurement Requirements analysis

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Main Business Processes at TPG DisableAids

Marketing & Selling

Fleet Management

Sales Order Processing

Service Management

Stock Management & Procurement

Financial Management

Payroll

Asset Management

Document Management

Systems Profiling

Existing systems mapped to main business processes

Manual   Access/Excel

R:Marketing & Selling (CRM)

Vision

A:Service Management

G:Sales Order Processing

VSM

Tracker

G:Fleet Management

Vision

A:Stock Management & Procurement

Manual

R:Document Management

G:Financial Management

R:Asset Management

G = System supporting process well

A = Possible system replacement or upgrade needed

Access/Excel   VSM

Access/Excel

G:Payroll

Vision   VSM

Manual   Vision

Sage

R = System missing or in need of replacement

Manual = No computer involvement in process or paper based or ad hoc

Access/Excel = Process semi-managed with Spreadsheet or Database

TPG DisableAids' KTP project plan

		2008	2009												2010											
		DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
A	Business Process Mapping	■	■	■	■																					
B	IT Infrastructure Strategy Upgrade			■	■	■																				
C	IT Infrastructure Upgrade						■	■																		
D	e-Business Requirements							■	■																	
E	Design Middleware Architecture									■	■															
F	Develop Middleware											■	■													
G	Develop Contract Management Portal													■	■	■										
H	Develop e-Business Capabilities																	■	■	■	■	■	■			
I	Embed new Capabilities and Information Culture																								■	
J	Overall Programme Review																									■

Implementation Approach - Project Stages

✓ Middleware/e-Procurement Design and Architecture

✓ Middleware Development

✓ Develop Contract Management Portal

✓ Develop e-Ordering System

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TPG DisableAids' e-Business systems architecture
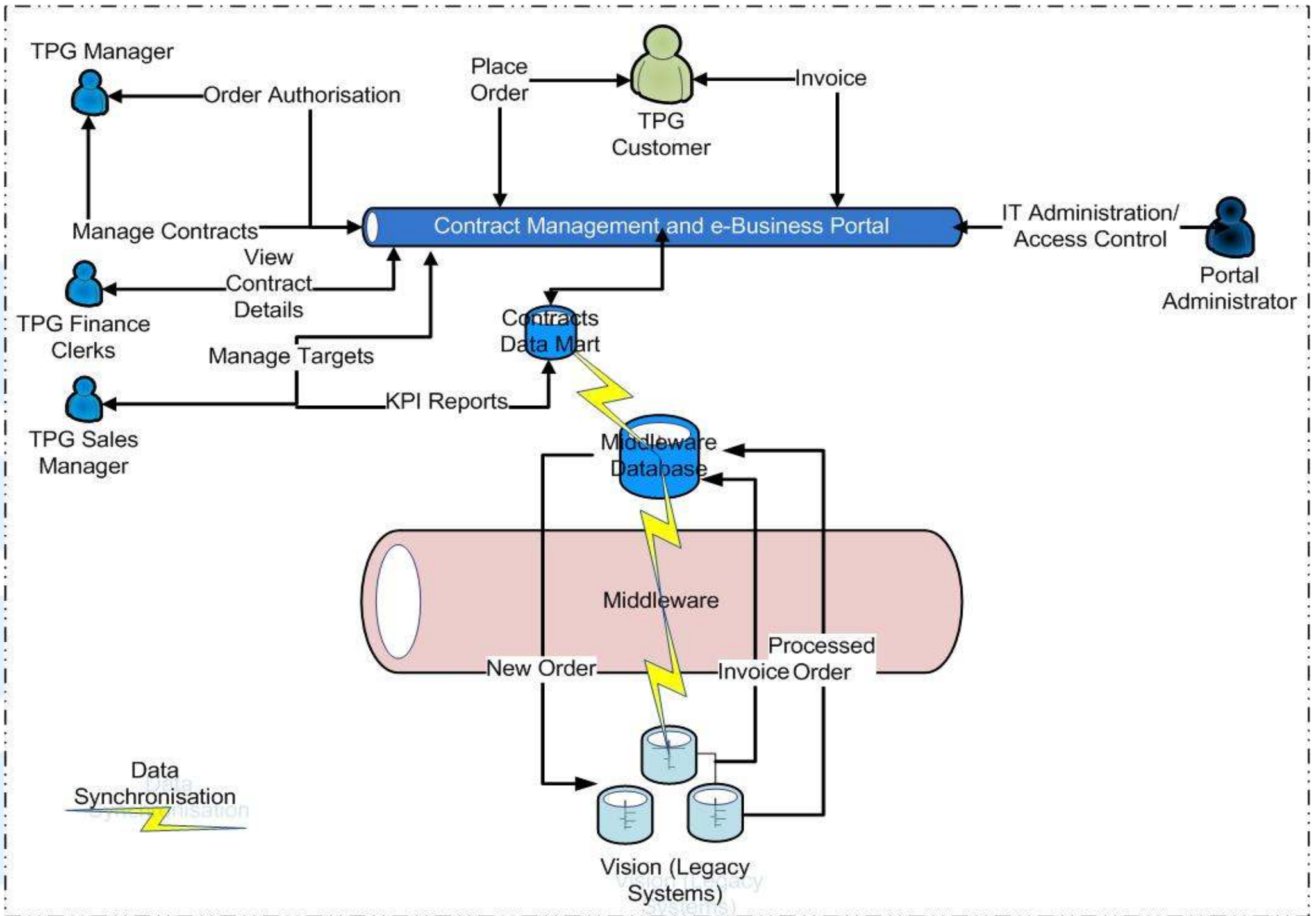
Implementation Approach - Project Stages

➢ Embedding of new Capabilities & Information Culture

- ➡ Process Change

- ➡ Culture Change

- ➡ Skill enhancement

- ➡ Overall Programme Review

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Project Plan

Stage	Process	Months
0.	Refine project plan	0.25
1.	Supply Chain Review	1.0
2.	Business Process Mapping and Systems profiling	1.5
3.	IT Infrastructure Assessment	1.0
4.	IT Infrastructure Upgrade	1.5
5.	e-Business requirements specification	2.0
6.	Middleware & e-business systems design and architecture planning	2.5
7.	Middleware development and implementation of e-ordering capability	
	Finalize Middleware Requirements	1
	Phase1. Develop Contract Management System/Mini Data-ware House	3
	Phase2. Develop e-ordering/invoicing capabilities for customers	4.5
8.	Embedding of new capabilities & information culture	.75
9.	Overall programme review	.5
	Associate training	2.5
	Associate holidays	2
	Total Months :	24

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Benefits and Outcomes

✓ Designed/Developed Contract Management Portal

✓ KPI Reports for Existing Contracts (Data Warehouse KPI Reports)

✓ e-Ordering Portal developed, tested and available for key customers (order capture and invoice retrieval)

✓ Process change, skills embedding, new capabilities

TPG DisableAids Ltd

User Login:

User Name: [   ]
Password: [   ]

LOGIN

Contact information:

email: info@tpg-disableaids.co.uk
www.tpg-disableaids.co.uk

About Us

TPG DisableAids was established in 1985 by Tony and Pam Gibbs, and still maintains a family connection after years of strong trading growth.

This organic growth has meant the business being relocated to Plough Lane, Hereford, allowing TPG DisableAids to become a premier supplier of care equipment and disabled aids to the elderly and disabled markets within an 80 mile radius of Hereford.

TPG DisableAids specialise in the supply, repair, and maintenance of all types of mobility and disabled aids from stairlifts to daily living aids, and have been supplying and distributing products directly to our customesr, NHS, and County Councils.

In that time TPG DisableAids have become one of the main agents for numerous market leading brands with our success is based upon the quality of the products offered and excellent after sales support.

This committed focus on core values has meant TPG DisableAids have become a popular and industry respected distributor of a wide portfolio of products.

TPG DisableAids supply Mobility Aids, including Wheelchairs, Stairlifts, Scooters, Bathlifts and more throughout Herefordshire, Gloucestershire, Shropshire and Worcestershire.

Latest Stairlifts

Stannah 420
"Stannah is a British, family-owned business who design and manufacture all stairlifts themselves within their own purpose built facilities."
...more

Meditek
"Meditek Stairlifts offer quality as well as affordability. Various options are available including models with linked footrest, power swivel seat and a choice of Stand & Perch or standard seated version."
...more

Other Products

Robin Overhead Hoist
"Invacare® offers a range of products for mobility including both mobile and ceiling track hoists."
...more

Bed
"The Invacare® Etude® Basic is a high quality, height adjustable, electric profiling bed that is designed to meet the needs of the modern Community environment."
...more

Bath Lifts
"This stable, reliable bathlift has a

Powered Wheel Chair
"The Invacare® MirageTM is a

Tangible Benefits

- Cost Reduction
  - Freeware in house development & support
- Protect Existing Turnover
  - Top 25 customers (1.75M)
- New Business Opportunities
  - £10M potential business opportunities

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Conclusion

- E-business capabilities have been introduced without the upheaval of major systems replacement

- This has allowed TPG DisableAids to retain and increase its customer base, and extend life of old legacy systems

- Management and staff have acquired new skills and attitudes, and awareness of e-business trading processes.