

## At a Glance

### Company

Print Solutions, the trading name of D. O'Sullivan Print Supplies, supply material to printers & sign makers. Established in the 1930s, they have now become Ireland's leading supplier of digital print materials to large format printers

### Pain Points

Initially on Sage 200, then Sage 500 & finally Sage 1000, David O'Keeffe's system review in 2013 revealed it wasn't doing enough for them and yet costing them a lot of money. Thousands were lost on an ecommerce site that never went live and Sage CRM that was never utilised.

### Solution

An open & flexible system where they can only see further efficiencies going forward, where information is readily available & they can realise huge cost savings

## PrintSolutions

*"For me, the solution was simple. Re-implement an existing system from scratch (at huge cost & without getting exactly what we needed) or bring in Intact, break even within 18 months & gain huge scope to develop further efficiencies to drive business."*

**David O'Keeffe, Financial Controller, Print Solutions**

### Company challenges

A complete review of Print Solution's business revealed to newly appointed Financial Controller, David O'Keeffe that their Sage 1000 system was costing them hugely and not providing the key data they required. As a result, they relied heavily on exporting data to pivot tables, which was highly inefficient. Any system changes required were also both costly to make or miss-interpreted via multiple channels of communication. After much discussion with 2 Sage resellers, David felt neither could offer what their business needed. Epicor was on the same cost-structure as Sage & they only needed 80% of the system. Intact iQ, found through a web search, "blew the others out of the water" for its flexibility, ease of use & cost. Once key staff were shown iQ's capabilities, they were all on board.

### Print Solution's Experience Now

Looking at the solution as a whole, and what they required as a business, Intact iQ offers Print Solutions everything they need from the core competencies to an ecommerce website, barcoding capabilities, telesales, CRM and more. As an open and flexible system it also enables them to introduce a culture of 'if things aren't right, suggest ways of improving them'. This is where they maximise the expert capabilities of an Intact iQ Consultant. As well as bringing efficiencies to each end users' job function, he/she ensures all staff are comfortable processing data, moving around and understanding the system. For Print Solutions, utilising an iQ Consultant is not cost-prohibitive & so far, has rarely required the services of an Intact developer. The company fully intend to keep improving their systems to drive further growth.

### Key Benefits

The level, transparency and availability of information

Changes are much easier to get & less costly

Annual cost saving of €20,000 - €30,000



*"We have exceeded where we were with our old system in a matter of weeks & everyone is very comfortable with it now"*

**David O'Keeffe, Print Solutions**