

MacSupport

Media Solutions

Company profile

MacSupport is the leading re-seller of Mac solutions in Sweden with a focus on the media sector. The company has been active in the computer industry since 1986. MacSupport acts as an Apple Center, Apple Publishing Partner and Apple Education Partner. MacSupport is an authorized Apple Service Provider.

MacSupport is a part of the MediaSolutions group, which is the leading re-seller of IT solutions for the media market in Scandinavia. The group also includes: PC Support, Function, ColorDoc, InMedia and QZ. Today, the MediaSolutions group has 80 employees, divided in six offices situated in: Stockholm, Gothenburg, Malmö, Lund, Växjö and Västerås.

Present situation

As the leading re-seller of Mac solutions in Sweden, it has always been strategically important for MacSupport to conduct their own business on Macs. Previously they used Maconomy – a non integrated ERP solution. In order to meet company requirements Maconomy was supplemented with two additional systems: FileMaker and MeetingMaker. This solution resulted in additional overhead and administration. Finally with the release of Apple's OSX, Maconomy could no longer meet the increased demands of MacSupport.



Choice of ERP

MacSupport was looking for an integrated, Mac based system. "We sell Macs, we believe in Mac and so we want to run all our programs on Mac", proclaimed Rolf Lindström, Project Manager at MacSupport. Business requirements demanded that the solution should provide an integrated webshop, CRM functionality and quote register.

After a successful product demonstration of the desired functionality MacSupport decided to choose HansaWorld Enterprise. During the business analysis it was also identified that HansaWorld Enterprise could be quickly customized to include a reservation module that would handle the allocation and flow of orders and purchases. In early 2006 MacSupport converted the first of their companies to HansaWorld Enterprise 5.1 and a month later the rest of the companies were converted.

Installation

- HansaWorld Enterprise, 5 companies, 22 named users and 25 simultaneous users.
- Modules: Finance, Purchase, Logistics, Sales, CRM, Warehouse, Quotations, Fixed Assets, Calendar, Resource Planning, Access through Internet (WAN).
- Server: Mac Pro and one XRAID

Benefits and results

- Less administration
- Increased efficiency
- Low TCO as all administration and management runs simultaneously on the same hardware.
- Better control of settings and backups

Today MacSupport's integrated ERP solution is totally aligned with the company strategy and philosophy. This solution has ensured that all the daughter companies can provide common reports within a single system. This consolidation has provided corporate management with a powerful reporting toolset based upon a single dataset. This has been especially appreciated as HansaWorld's underlying structure of registers ensures that it is possible to access information from any point within the system, thus reducing administration and handling overheads. For example it is possible to view all events associated with a purchase order, from product delivery to customer invoicing.

Future

Full implementation of the CRM module and additional education, are a few things on the agenda. Furthermore, MacSupport intends to sharpen the reservation module and create a webshop.

"It's a simple system, it's really easy to use"

Rolf Lindström, Project Manager at MacSupport

About HansaWorld

HansaWorld has supplied business solutions to the international software market for almost 20 years. Our ambition is to be "ahead of change" and always offer our customers the best possibilities to run their business more efficient. More than 70 000 installations worldwide create a software partner with a combination of broad knowledge and local presence – a partner for a secured future.