

XP Plc manufactures and distributes both custom and off-the-shelf power supply solutions for the electronics industry. Their catalogue currently boasts 5,000 products, manufactured in a production plant in China, and distributed from 27 sales and distribution centres around the world. The business was founded some 20 years ago - initially as a distribution business, but moved quickly into manufacturing in order to ensure consistent product quality, and take advantage of improved margins.



In 2006, XP decided to replace a number of disparate systems in various locations across the business with an SAP solution. The SAP solution would integrate the operations of 8 offices across Europe to improve process efficiencies, facilitate currency exchange calculations and improve order processing (which typically required multiple re-entry across a number of different systems).

Following the implementation of SAP, the team were soon working with complete transparency across the business, and could reduce headcount in both warehousing and order processing through improved process efficiencies. Anne Honeyman, Operations Director at XP commented "SAP is very robust – you can't break it or try to circumvent the processes we have designed into it. This means the information I get is right, first time, giving us confidence in the numbers and 100% clarity across the business".

In 2010, XP decided to look for a new SAP Support Partner to help them maintain their system. Although the relationship with their previous partner had started well, the team at XP had noticed deteriorating service levels which meant they often spoke with support consultants that had no prior exposure to either their business or their system. Rebecca Asquith, Customer Services Manager at XP says "In XP we retain a very small SAP team and so we need fast access to the right experts to solve problems quickly. Although improvements were promised these never really materialised, and ultimately we felt there was a real risk to the business through this lack of support".

Of the supplier review process, Rebecca says "We really liked the honesty and openness of the Invenio team. They were very happy for us to speak to their other customers early on in the review process and, those that we made contact with, spoke very highly of their experiences with Invenio. We also took an opportunity to work with one of their consultants prior to agreeing the contract and he was very happy to share his knowledge with us. This was in stark contrast to the way we

had interacted with previous consulting firms who preferred to keep us "at arm's length" and fix things behind closed doors instead of giving us the opportunity to learn".

Having now worked with Invenio for several months, Anne says "The response times and service has been amazing and someone always gets on to any problems we raise straight-away. In terms of the knowledge of the consultants we interact with, this is exceeding our expectations, and the expertise available in the team is exceptional".

Working with Invenio has other added benefits, including that of cost. Anne says: "There were some projects we placed on the backburner – simply because the fees charged by our previous supplier meant that the cost-to-benefit ratio didn't justify the outlay. With Invenio's cost structure, payback will be much improved and we are revisiting these projects to look at what we can introduce".

In summary, the team at XP are very positive about the decision to switch providers. Anne concludes: "Invenio are doing a really fantastic job. We have real confidence in the team and are happy that we made the right decision for XP. In Invenio, we have found an SAP Partner who can provide the expertise and support we need to ensure that our system supports our business requirements both now, and in the future".

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For more information on our SAP support services please call us on UK +44 (0)330 440 1800, or India +91 (0)22 660 44999.

#### **Invenio Business Solutions**

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