



A CANCOM COMPANY

FPS – Case Study – Distribution

Despatching orders faster

80% speed improvement in End of Day processing

The IT platform behind FPS' ERP software was underperforming. It was at risk of compromising the high levels of service excellence they had always offered. If unresolved, critical systems could have slowed further, potentially, putting orders at risk. But an innovative private cloud solution from OCSL & ERP software provider, KCS, has since revolutionised performance. With faster processing power, orders are now despatched to customers in record time.

// OCSL's expertise and knowledge was second-to-none. It was very reassuring to see the depth and breadth of knowledge. //

Josh Fraser IT Infrastructure Manager
FPS

Goal

Improve underperforming, slow platform

Service

Private cloud design & on-going management

Outcomes

5x faster sales order processing
10x faster stock replenishment
20x faster e-commerce transactions

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Technology overview

SaaS ERP delivered via a private cloud from OCSL's UK Data Centres

Private Cloud Architecture

- 22 physical & virtual servers spread across 2 data centres

Connectivity

- Dedicated connections into private MPLS

Data Centre specifications

- N+1 as a minimum
- Government OFFICIAL Supplier
- N3/HSCN Supplier
- G-Cloud Supplier
- Cyber Essentials + IASME
- ISO 27001, 20000, 27018 & 9001

Analytics and monitoring solutions

- Real-time monitoring and support alerts

Support services

- Full disaster recovery, replicated across a 10GB fibre-optic link
- Remote management

Making every second count

For a wholesale distributor like FPS, speed is critical. The faster you deliver, the more chance you have of winning the business. From finance, stock management, sales & purchases to invoicing, every second, at every stage, counts. So, when system response times and order processing was slowing, FPS turned to OCSL & KCS to help them identify a faster, higher performance solution.

A fresh perspective

Our team of experts quickly identified a private cloud architecture as the optimum solution. Hosted in OCSL's own highly secure data centres, SSD disk and dedicated bandwidth would quickly inject the speed needed. Our innovative design included 22 physical and virtual servers spread across two data centres. Our technical experts, helped make the migration from the old to the new platform seamless. There was less than 24 hours of downtime for 5 different applications, across 16 servers. As well as higher performance, the new cloud solution has created a much greater level of redundancy for business continuity. Now, FPS can fail over any hosted business systems between data centres; something previously not possible.

This transformation was only possible with the high-quality project management, planning and teamwork built between FPS, OCSL and KCS.

A better answer


Previously, compute-heavy reporting processes required a 4-hour systems blackout each night. Since moving to the private cloud, this has been reduced to just 40 minutes. Impressive stats have been recorded in other areas. For example, running weekly invoicing has been reduced from 4½ hours, to just 1 hour. Replenishing stock is now 10x faster, sales order processing 5x faster and e-commerce transactions a phenomenal 20x faster. And with OCSL's robust support service in place, any issues are swiftly resolved. Working creatively, we've helped FPS come up with a better answer – by significantly improving performance without increasing budget.


Invoicing WAS
4½ hours, NOW
just 1 hour

Let's put our heads together

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