



“Outsourcing our IT has enabled us to successfully implement a pan-European solution without the need to build an expensive internal IT infrastructure. My end users have a service that is fast and reliable and I have the assurance that my cost base is now predictable with 24-7 support.”

**Jon Holloway, Finance Manager,
A.T. Cross**

Delivering Total Reliability



“you promised
you’d look after it”

A.T. Cross Company

The A. T. Cross Company is a major international manufacturer of fine writing instruments, business accessories and timepieces. The Cross portfolio is distributed to consumers worldwide through department stores, jewellery & stationery retail outlets. Cross also supplies major international blue chip companies with corporate gift solutions.

Headquartered in Luton, UK, Cross EMEA has sales offices in Germany, France, Holland and Spain.

objectives

- Negate the need to build an internal IT infrastructure
- Provide a consistent Enterprise Resource Planning (ERP) system to users in five countries
- Provide consolidated financial and operational world-wide reporting
- Provide round-the-clock service levels with electronic invoicing and payment

solution

- Sage Line 500 running on IBM hardware
- 24 x 7 Support
- Access via a private frame network with local printing facilities
- Business Objects reporting system to import real-time data into Management Information System (MIS)

benefits

- Minimal capital outlay and considerable savings against an internal solution
- Centrally managed system with one point of contact for 24 x 7 problem management and support
- Negated need for hardware at each location
- No technical skills required
- Total security and reliability of data
- Guaranteed service levels