By Appointment to
Her Majesty The Queen
Information Technology Services
Technology Services Group
Newcastle upon Tyne

Case study:
Polar Krush
Pegasus Opera 3

Business Applications

Whether you're looking to streamline business and financial processes, strengthen customer relationships or manage data to improve intelligence and reporting, TSG will identify the most appropriate business applications to help you increase efficiency and improve productivity. We pride ourselves on seamless implementation; the result of working with thousands of SME customers that also allows us to share best practice.

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Polar Krush refreshes business processes with Pegasus Software

UK's largest dispensed iced drinks and fruit juices company boosts productivity by 15% and reduces management reporting by 60% with Opera 3 accounting, business and payroll solution.

The customer

Established 20 years ago, Polar Krush manufactures and supplies premium juice drinks and associated equipment throughout the UK, Europe and Worldwide. It provides 24/7 back up service to stockists to allow drinks to be available to purchase at all times.

Polar Krush is Europe's fasting growing supplier of frozen drinks to the leisure, retail, care and education sectors. Over the last 12 months more than 100 million Polar Krush Group drinks were served worldwide.

TSG AND POLAR KRUSH

The customer objectives

In the wake of the trend for healthier drinks 'on the go', Polar Krush's business has expanded from the provision of its flagship frozen drinks, to other fruit juices which it supplies to the hospitality and care sectors.

In the drinks industry things move fast. In order to capitalise on new opportunities; react to changes in customer demand and seasonal trends; and bring new products to market, Polar Krush has to be positioned to make the best decisions quickly.

Knee jerk reactions based on inaccurate or outdated information can be counterproductive to this end.

Having previously used disparate systems to run its business, the management team at Polar Krush identified a need for a new system to support all areas of the business from one screen, and to facilitate the agility required for fast decisions and future growth.

> **" We really wanted one screen to rule all departments and with Opera 3, we were confident that any of our divisions could use it very easily "**

The TSG Solution

Following a thorough review of providers, including Sage, IRIS and Pegasus Software, Polar Krush selected Pegasus Opera 3 and TSG as their trusted business partner to implement the solution.

The decision was based on the fact that Opera 3 was the only solution which could fully support Polar Krush's entire business from one system. The software's intuitive and modern user interface and fast, easy reporting capabilities were also key to the selection.

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and with Opera 3, we were confident that any of our divisions could use it very easily," comments Gary Gleeson, Commercial Director, Polar Krush. "This in turn meant that we would see substantial benefits quickly and consistently across the company."

The benefits to Polar Krush

Through standardising on one system, Polar Krush has seen productivity gains of around 15%. Opera 3 supports the entire customer lifecycle from order and delivery through to service, breakdown, parts tracking and billing, minimising costs and enhancing both service and profitability.

"The use of Pegasus Dashboards means the team has real time Business Intelligence (BI) on what is happening on a given day, week or month, to enable informed decisions to be made in real-time," Gary continues. "Previously it would have taken weeks to process and analyse information in order to make a decision – and if a decision is being made six weeks after the event, essentially you have been left behind."

> " Opera 3 is much more than just an accounts package – it is embedded in every function of business "

The Service and Helpdesk management capabilities within Opera 3 mean that Polar Krush can view all information on a particular customer, helpdesk call or item of equipment.

Armed with this visibility, the team can be proactive and respond to queries in an informed and timely manner.

With 7000 dispensing machines, the majority of which are leased to customers, effective servicing and maintenance is a crucial part of the business.

Pegasus Dashboards equip Polar Krush with custom reporting tools which provide up to the minute information regarding customers and outstanding helpdesk jobs. This is a huge benefit to customers who depend upon quick resolution to requests and regular servicing of machines.

From a finance perspective, Pegasus XRL Reporting and Dashboards have reduced the time it takes to prepare management accounts by 60% and enabled greater proactivity and flexibility. Through facilitating greater visibility, managers have tighter control and conversations can take place about issues before they become problems.

> " In just nine months Opera 3 has become integral to our business and is the go-to resource for real-time information "

Much more than financials

"Opera 3 is much more than just an accounts package – it is embedded in every function of business from management and finance to stock, sales and aftersales service," Gary concludes.

"With 10 key employees using it all day every day, it has enabled us to make the best decisions based on the right costs and product information to boost the company's profitability.

" TSG is a fabulous partner and has enabled us to truly maximise the potential of Opera 3."

"In just nine months Opera 3 has become integral to our business and is the go-to resource for real-time information.

Looking ahead, Opera 3 is highly scalable and we have absolute confidence that it will support our continued growth.

"TSG continues to provide invaluable support, and it is testament to their professionalism and tenacity that the system was fully live well within our timescales. TSG is a fabulous partner and has enabled us to truly maximise the potential of Opera 3."