

This trusted supplier of laboratory equipment and consumables has been in the industry for over 30 years. After 4 years of searching for a solution, they realised that off-the-shelf systems did not meet their requirements. Upon discovering Meritec, it became evident that our expertise in bespoke solutions was the ideal match for their needs.

The Challenge

- **Repetitive data entry:** due to SAGE CRM's weak links to other solutions in place such as SAGE 200 and their CMS.
- **Workflow Functionality:** The absence of dynamic, agile workflow functionality prevented the system from adapting to each product's needs.
- **Data Management:** Lengthy processes for managing product information led to inefficient upkeep.
- **Manual Workarounds:** Unique processes didn't align with generic systems, forcing reliance on time-intensive manual solutions.

Project Duration

6 months

Tailored Solutions
for a Legacy
Laboratory Leader

01756 699204 • hello@meritec.co.uk

Our Approach

Working as a natural extension to their team, we took the time to thoroughly understand their business and map out their processes.





The Solution

Phase 1, our tailored approach includes:

- **Customer Experience Management (CXM) Module:** featuring opportunity management.
- **Creation of a Custom Quote Module:** Designed to meet their complex requirements.
- **Creation of a Custom Project and Service Delivery Module:** Streamlining their operations.
- **System Integrations:** Ensuring seamless data flow across the business.

The Outcome

This project is ongoing, with completion expected in June 2025. We are using our expertise to tackle challenges that have impacted this organisation over 4 years, creating a more streamlined and efficient future. It's a fantastic collaboration, and we value this growing partnership.

