

An industry leading technology solutions provider chooses m-Power over 9 different products to modernize their reporting capabilities.

The Basics

FMS Solutions develops financial management technology solutions tailored specifically to the retail grocery and independent supermarket industry.

The Challenge

FMS was growing very fast, nearly doubling in size over the last 3 years. Their current reporting system, which required customers to log in through a Virtual Private Network (VPN) and run green-screen character based reports, was beginning to show its age. Additionally, customers were asking for new state-of-the-art web based reporting capabilities.

Tim Laycock, FMS' Vice President of Information Technology, echoed the customer's sentiments, and also saw the big picture. "The bottom line", says Laycock, "is that the world is going to the web." He understood that if they wanted to provide the best service to their rapidly growing client base, they had to update their reporting capabilities, which meant a move to the web.

The Solution

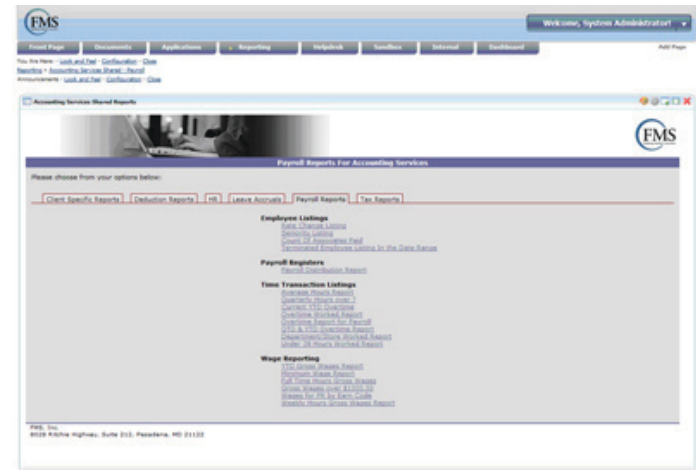
Tim and his team created a set of requirements. The 4 main requirements were:

1. The tool had to support multiple databases
2. It needed to allow browser-based development
3. It had to have zero deployment
4. It had to be easy to use.

After evaluating 9 reporting and dashboard development tools in great detail, they decided on m-Power. Not only did m-Power meet all of their requirements, but also provided many options that they wanted, but didn't think would be possible to find in one product. Additionally, m-Power's per-database pricing structure allowed FMS to have unlimited users with just one database license. "We found the cost of ownership to be superb based on our ASP business model," says Tim. With m-Power, FMS could have as many users as they needed without having to worry about extra costs.

The Value

Right off the bat, FMS used m-Power to fix the reporting problem. The ease of use that m-Power provided really impressed Tim. "We were amazed that all of the FMS staff (non-technical and technical), were able to pick up on the reporting solution and push reports to clients within a matter of a few days after training." They wrote about 70 "canned" reports for their customers and pushed the new solution out to their client base in just three months from the time of purchase.



The reporting process has improved dramatically: Customers can now log in through a SSL connection and run secure web-based reports quickly. So far, the results have been excellent. "We have already had several clients comment on the quality of the output that we can produce using m-Power," says Tim. "Additionally, feedback has been very positive regarding the intuitiveness of the interface, and the ease of creating even complex reports."

So far, FMS has just focused on reporting, but they don't plan on stopping there. Future projects will include building an executive dashboard and a financial reporting suite. With m-Power, FMS has the means to tackle a wide variety of new projects, and continue to grow. But most importantly, they have a solution in place that their customers are happy with, and at least for FMS, that is the true test of success.