

Client Case Studies

The Chord Company



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Harmonising Business with Sage 200 – The Chord Company and Pinnacle

The Chord Company, renowned worldwide for its high-performance audio cables, has always been committed to delivering quality and innovation to its customers. To sustain its growth and improve operational efficiency, The Chord Company decided to upgrade its business management system. They partnered with Pinnacle, a trusted Sage 200 business solutions provider, to implement a solution tailored to their specific needs. The successful collaboration between The Chord Company and Pinnacle highlights how the right partnership can drive positive transformation.

The Challenge

As The Chord Company expanded, they faced growing complexities in managing their operations. Their existing systems struggled to handle increasing demands, leading to inefficiencies in areas such as inventory management, order processing and reporting. The company needed a robust, scalable, and flexible solution to streamline their processes and support their growth.

The Solution

After thorough consultation, The Chord Company selected Sage 200, a powerful business management solution, to address their needs. Sage 200's comprehensive capabilities, from financial management to inventory control, made it the ideal choice for an ambitious, fast-growing company. Pinnacle, with its extensive experience in Sage 200 implementations, was tasked with delivering the project.

Implementation Highlights

From the outset, Pinnacle's team worked closely with The Chord Company to ensure a seamless implementation. Here's what the process entailed:

Initial Scoping and Planning

Pinnacle's team took the time to thoroughly understand The Chord Company's unique requirements and objectives. By conducting in-depth scoping sessions, they ensured that every aspect of the solution was aligned with the company's operational goals.

Tailored Solution Design

Leveraging the flexibility of Sage 200, Pinnacle delivered a customised solution that addressed The Chord Company's specific needs. This included optimising workflows and ensuring integration with existing systems.

Testing and Training

Pinnacle enabled The Chord Company to test the new system extensively in their own environment. Their team provided hands-on training, ensuring staff were confident and ready to use the system effectively.

Accommodating Changes

As the project progressed, the scope of work expanded. Pinnacle's agile approach allowed them to accommodate these changes seamlessly, finding ideal solutions to meet evolving requirements.

Smooth Transition and Go-Live Support

Pinnacle ensured a smooth transition to the new system, with minimal disruption to day-to-day operations. Their team was on hand to provide live support, allowing The Chord Company to maintain business continuity during the critical go-live phase.



The Results

After going live with Sage 200, The Chord Company is already reaping the benefits of their new system. Key outcomes include:

Enhanced Efficiency

Improved workflows and automated processes have reduced manual tasks, freeing up valuable time for the team and providing significant long-term financial savings.

Scalability and Flexibility

Sage 200's scalable design ensures that The Chord Company is well-prepared for future growth.

Streamlined Operations

The integration of financial and operational data enables better decision-making and reporting.

Confidence in the System

The Chord Company's staff are fully equipped to use the system, thanks to Pinnacle's comprehensive training and support. Every aspect of the solution was aligned with the company's operational goals.

|| Chord Company would like to thank Pinnacle for all the help, advice, and support throughout our move to Sage 200. From initial scoping to planning, training and implementation, their dedicated project team truly exceeded our expectations.

We are incredibly grateful for the time and effort afforded to understanding our business and its requirements. Their team enabled us to test all aspects thoroughly in our own environment and delivered a tailored solution to suit our business. During testing, the scope of the project grew and this was no problem for Pinnacle.

They were able to accommodate our changes and found ideal solutions to ensure a smooth transition. On going live, their team were on hand to deliver the system, allowing business to continue seamlessly. We are now into our third month of using the new system and we are thrilled with the results.

We are so glad to have worked with Pinnacle, who gave us the confidence to embark on the project and the support to ensure its success.



Richard Senior
Operations Director

CHORD
COMPANY



Conclusion

The Chord Company's successful Sage 200 implementation is a testament to the power of collaboration and expertise. By choosing Pinnacle as their partner, they gained not only a cutting-edge business management solution but also a team dedicated to their success.

Pinnacle's tailored approach ensured that Sage 200 was seamlessly integrated, enabling The Chord Company to focus on what they do best - creating exceptional audio cables. This case study underscores the value of a trusted implementation partner in achieving transformative results.

Want to find out more?

For more information about Pinnacle's Sage 200 services, please visit

www.pinnacle-online.com



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