TXO Systems Customer Story

TXO Systems connects to its customers with Sage X3 CRM

TXO Systems provides professional asset management services and consultancy to the telecoms industry. TXO Systems works with its clients to responsibly and sustainably acquire, redeploy, resell, and recycle technology assets, allowing them to generate revenues, reduce expenses and achieve corporate responsibility objectives. Founded in 2005 and operating on five continents, TXO Systems' clients include fixed and mobile operators, leading original equipment manufacturers, large enterprises and a broad range of other channel partners.

TXO Systems implemented Sage X3 throughout its finance, inventory, sales and purchasing functions in 2011. In the 3 years since implementation, **Sage X3 has supported TXO Systems' revenue growth of more than 200%.**

Previous system

Previously operating its Asset Recovery Opportunity Management process on Contact Anywhere, TXO Systems decided to utilise the powerful CRM solution within Sage X3 to provide a single solution for the entire business.

Project challenges

TXO Systems' Asset Recovery solution forms a significant part of its total telecoms service, and it is crucial that TXO Systems closely manages its client relationships, pipeline and sales to enable long term partnerships to be forged.

A unique Asset Recovery Opportunity database was required as part of the solution, along with an historic record of all

TXO Systems

UK, Sweden, Italy, USA, Brazil, Australia & China

www.txo-systems.com

Industry: Telecommunications

Solution: Sage X3 Premium

Core Modules:
- Financial Management
- Sales Management
- Purchasing Management
- Inventory Management
- Reporting & Dashboards
- Collaborative Workspace
- Customer Relationship Management

'offers' that had been made to its partners. TXO Systems wanted one single solution for its ERP and CRM requirements.

Solution

TXO Systems worked closely with Inixion to configure the Sage X3 CRM module to fully support the relationship and opportunity management requirements of the Asset Recovery team.

The solution was designed to solve a number of specific challenges that needed to be addressed:

- The Sage X3 CRM module was used to create the Asset Recovery database using the extensive configuration options within the solution.

- An 'Offers' database was built within Sage X3 and linked to the CRM Opportunity function, ensuring that all data for a given opportunity was held within a single screen.

- Controls were put in place to ensure that users completing the data records completed the correct fields based on the status of an Opportunity. This was very important for on-going data accuracy and pipeline management.

- A suite of Sage X3 Worklists were defined to ensure that Users, Teams and Management can keep control of their actions, and view their active Opportunities at a glance.

"Within a very short space of time, the team at Inixion understood our CRM requirements and delivered a solution that provided an excellent fit to our project brief. It was important to TXO that the CRM solution that we used was not a third party solution that was then integrated into our ERP system – we wanted a single solution for both our ERP and CRM needs, and Sage X3 delivered that."

Ann Pritchard, Business Development Director, TXO Systems

Results

Following a Business Requirements document produced by TXO Systems, Inixion provided assistance to the Asset Recovery team to configure the CRM solution within Sage X3.

Speed was of the essence. TXO Systems wanted to go live with the Asset Recovery Sage X3 CRM solution just 6 weeks after Inixion was engaged on the project. The deadline was met. The Project Review team confirmed that over 95% of the original requirements were met in this short timescale.