



Your Flexible Partner for Business Systems

Case Study 1

G7 Application Managed Service

U4BW (Agresso) customers already enjoying the benefits;



GO Shared Services signed in February 2016 following G7 providing consultancy assistance on site for financials, logistics, HR and Payroll.

G7 are now helping the GO Shared Services internal support desk to handle all the calls from their users, allowing more time for development of the Agresso system.

This has proved of great benefit during the recent upgrade.



Care UK were struggling with the amount of calls being received from users and their 'to do' list for development of the system was growing by the day!

Care UK signed with G7 in 2015 logging the user calls with the G7 Application Managed Service desk. G7 take it from here, liaising direct with the users to resolve queries.

G7 have since added a triage service for Care UK, taking all calls and either passing back to Care UK or to the G7 Application Managed Service.



The University, like many HE sites, have a large number of interfaces into and out of the Agresso system. Whilst they can manage the generic interfaces using standard Agresso tools, the Student Record Interface was proving to need an extra level of support and skills to reduce risks.

Following an on-site assessment, G7 started supporting this interface for the University, this includes making changes to enhance the functionality and resolve issues.



Best Western hotels engaged with G7 for their upgrade from Agresso 5.5.3 to Milestone 5. They used the unique G7 upgrade package utilising the Application Managed Service and G7 on-site consultancy.

This allowed them to reduce the number of on-site days required and gave them immediate access to the G7 dedicated Application Managed Service for any queries with the build and testing.

This reduced the project timeline as Best Western did not have to wait for a consultant to come to site to resolve issues that arose, they could call the desk as and when required.

Best Western will be using this service again during their next upgrade.

How did we do?

"We are very happy with the support, and with the arrival of Louisa Lewis, G7 have a dream team. It is nice to talk to people we know, that really understand the system"

Sheena McCartney, Senior Finance Systems Accountant, University of the Arts London

To Find out more about how we can help your business, please contact us:

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