

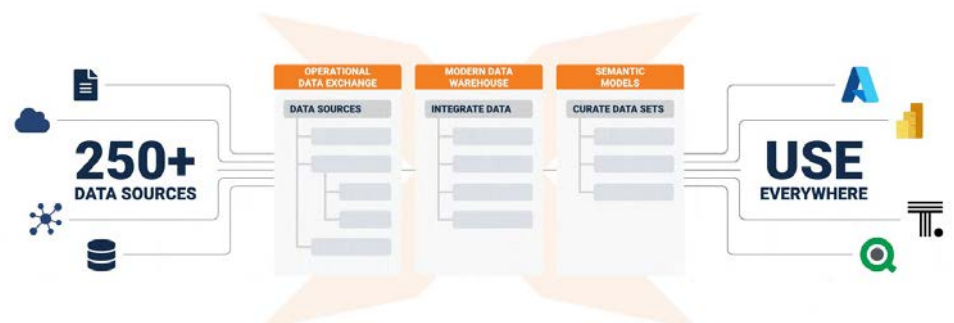
## CASE STUDY

# Touchstone harnesses the power of their data with TimeXtender.

Incorporated in 1982, Touchstone Group (Touchstone) is one of the UK's leading IT Services Groups, providing a broad range of business software applications and services for its clients. Group operations are organised into a number of specialist business units that focus on meeting their client's specific business requirements.

With the Group organised into several business units and transaction volumes growing, Touchstone needed a tool that could combine data from numerous finance and other operational systems into a manageable environment from which they could report by individual units as well as the Group as a whole.

Recognising its robust capabilities as a data integration platform, Touchstone decided to implement TimeXtender.



Touchstone Group  
IT Services  
TimeXtender

## At A Glance:

- > Manage disparate data sources, both on-premises and in the cloud.
- > Ensure robust security measures and access control across multiple systems.
- > Enhance reporting capabilities through Power BI and SQL Reporting Services.

## Benefits:

- > Empowering stakeholders to make informed, real-time decisions.
- > **Consolidate Touchstone's data landscape and provide the Group with a comprehensive 360-degree view of its businesses, support services, and clients.**
- > Detailed insights into the performance of each business including its client behaviours, preferences, and needs.

## THE CHALLENGE

Touchstone operates within a broad ecosystem where data is dispersed across a number of business units and applications, including Infor SunSystems for finance, Time@Work for project management, Dynamics 365 for CRM, Freshdesk for support and Flowcentric for order processing. .

Managing these disparate data sources, both on-premise and in the cloud, posed significant challenges and made it difficult to gain a comprehensive view of client interactions and overall operations. Additionally, ensuring robust security measures and access control across multiple systems was complex and demanding.

The requirement to have access to over a decade's worth of valuable legacy data for comparative reporting coupled with inefficient reporting processes - involving manual data aggregation and many Excel spreadsheets - consumed valuable time, caused delays, and hampered timely decision-making.

## THE SOLUTION

Recognising the need for a robust, powerful data management solution to centralise and integrate the Group's data effectively, Touchstone implemented TimeXtender.

By leveraging the comprehensive capabilities of TimeXtender, Touchstone embarked on a digital transformation journey to streamline data integration processes, automate reporting procedures, and enhance data security measures across the Group.

TimeXtender enables Touchstone to seamlessly unify data from various disparate sources, ensuring a more holistic and cohesive view of business operations.

The data integration tool automates reporting processes, saving valuable time and resources whilst providing real-time insights and enabling more informed decision-making.

Additionally, TimeXtender's robust access control safeguards Touchstone's sensitive information across all systems, fortifying the Group's data

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## THE BENEFITS

TimeXtender has consolidated Touchstone's data landscape and provided the Group with a comprehensive 360-degree view of its businesses, support services, and clients.

Using unique identifiers for each business unit across all systems, Touchstone now has detailed insights into the performance of each business including its client behaviours, preferences, and needs. This enables each business unit to deliver a personalised service to each of its clients, enhancing client satisfaction.

The data integration tool enables each business unit to pivot on any dimension and create personalised dashboards for management, account managers, and service teams. This enhances reporting capabilities through Power BI and SQL Reporting Services, disseminating insights across the organisation and empowering stakeholders to make informed, real-time decisions.

Furthermore, TimeXtender's robust security measures ensure data integrity and regulatory compliance, effectively mitigating risks associated with data breaches and strengthening the Touchstone Groups' data governance framework.

“  
Our mission is to enable our clients to harness the data that they need to make better decisions. We have been able to deliver that to our own business with real measurable results that has meant we can deliver a better service to our clients.”

Andes Loukianos, Head of BI,  
Touchstone

## THE RESULT

The implementation of TimeXtender has revolutionised business operations across Touchstone, enhancing their ability to deliver exceptional solutions internally and to clients.

With a 40-year legacy of partnering with top software authors to provide best-of-breed business solutions globally, Touchstone is TimeXtender's leading UK partner, known for its innovation in data management and business intelligence.

Our specialist BI team, meticulously assembled over recent years, is renowned for their expertise in Business Intelligence and Enterprise Performance Management. They bring extensive real-world knowledge and have successfully completed numerous BI and EPM projects across diverse industries.

This partnership enables Touchstone to consistently deliver transformative outcomes, improving operational efficiency and empowering strategic decision-making for our clients.

**Our mission in this digital age is to help our customers perform better by enabling them to harness the data they need to make better decisions.**

We do this using our extensive expertise to deploy best in class BI and EPM solutions in an innovative and creative way to ensure clients to realise real business benefit.

Our specialist BI team built over the last few years is hand picked for their expertise in Business Intelligence and Enterprise Performance Management boasting numerous successful BI and EPM projects across a wide range of industries, TouchstoneBI is recognised as TimeXtender's leading UK partner.

We work with our clients on their journey from data discovery to visualisation ensuring that they measure what matters. We can then work to ensure that adoption is as wide as possible across the organisation, making available their most important KPs anywhere, anytime and on any device.

**TIME**X**TENDER**  
**PARTNER**



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