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**Fast Facts:**

The Eaglemoss Publications Group, based in London, is the UK market leader in the Partwork Publishing industry and has interests in several countries outside the UK. The UK head office is responsible for the publishing activities in the UK, Europe, Australasia, China and the Baltic States.

**Industry**

Consumer Publishing

**Key Statistics:**

Number of Users: 70+  
Number of Sites: 4+  
Database Size: >30GB

**Type of Users:**

- Management Team
- Product Managers
- Financial Controllers
- Production Controllers
- Operations Controllers
- Editorial Staff
- Suppliers
- Shipping Partners

**Development Team:**

- 1 Senior Consultant
- 1 Business Analyst
- 4 Software Engineers
- 1 Test Engineer

**Products Used:**

- MS SQL Server 2005
- Adobe Flash
- Adobe JRun
- Java J2EE Applets
- Actuate eSpreadsheet
- Web Services
- SOA Architecture

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## CASE STUDY: iWiz: Enterprise Resource Planning System

This case study introduces iWiz, developed by Trigger Software to replace a mesh of Excel and Word documents that were used to provide all core business functions for Eaglemoss Publications, a leading international consumer publisher with an annual turnover in excess of £80m.

### THE PROBLEM

Between 1999 and 2004 Eaglemoss had grown significantly following a number of very successful product launches in the UK and overseas markets. The company had grown to nearly 80 staff at the London head office, requiring expansion into the building next door. The business was facing an information communication crisis, their small financial control team were struggling to model the business accurately using the Excel based costing system and was unable to share information with other departments who all worked independently. Eaglemoss had made no investment in business process systems for five years so the challenge was to bring the company up to date, enable the sharing of critical publishing activity data and make the system accessible to users outside of the head office.

### THE SOLUTION

Trigger Software was engaged to work with the internal IT team to create a platform that could support and integrate all business processes. Over an eighteen month period each department's requirements were gathered and a role based solution introduced to support each department.

**Costing Centre:** The first function to be given a make-over was the core forecasting system. The finance department are responsible for the early stage evaluation of products to test their suitability to launch world wide. This department is therefore the nucleus of the organisation and is where the publishing cycle starts. The aging costing system, which could only support launches in a maximum of six markets, was replaced with a multi-company, multi-currency calculation engine which removed the limitations on the number of markets and provided complete flexibility in the way costs are modelled. A new module to accurately model complex royalty deals was introduced and the subscriptions side of the business given a facelift to more accurately reflect the real world.

**Operations Centre:** As one of the busiest departments, operations had a particularly pressing problem. With potentially hundreds of issues of magazines on sale in the same month this department is responsible for physically delivering the magazines to their correct markets according to tight deadlines. The operations controllers had to manage relationships with multiple shippers, generating dozens of requests to move stock around the world every week. The operations centre first went live with the Shipping Requests module in March 2005 and now handles hundreds of shipping requests a month with one less member of staff. This department has been further enhanced through the introduction of modules for supply requests, print orders and scheduling.

**Production Centre:** This department is responsible for the gathering of printing and production costs from several competing suppliers which are then built into product specifications and submitted to the financial modelling system. This department is schedule driven and one of the first projects in this area saw the introduction of an automated publishing schedule that allowed production managers and planners to setup schedules based on territorial publishing cycles. These schedules are used across all departments and provide the ability to view each person's tasks in a 'to-do' list format. Production controllers can now prioritise their workloads to ensure that key publishing dates are met.

**Finance Centre:** One of the latest additions to the ERP system has been the management of the quarterly forecast. This top level financial budgeting process takes information from all running and planned launches across all countries and presents it in a management pack phased by financial period and year. The budget pack consolidates the many products launched in several territories, in different base currencies, and offers new reports for foreign currency exposure and detailed cashflow forecasting.

### BENEFITS

Since the introduction of the iWiz ERP system Eaglemoss has continued to grow and can now plan for an increased number of launches each year safe in the knowledge that they have systems designed to support business growth. Business partners, including suppliers and shippers, have been provided with their own web based portal to enable closer collaboration. The system is available 24hrs a day from any internet terminal world-wide and was recently used from China to support a new product launch. Product performance can now be managed in real time and once manual processes are now automated around a workflow that has financial control built-in. Eaglemoss has successfully broken it's reliance on spreadsheets and the quarterly financial forecast can now be done monthly due to the ease with which it can be produced.