Bluestone National Park
Tourism Industry
Infor SunSystems

At A Glance

Solution Snapshot:

> Infor SunSystems upgrade

> Migration of the finance system database from Oracle to SQL

> Post-implementation support

Benefits:

> End of life financial system replaced successfully without impacting business

> System works with new operating system deployment on users' desktops

> Speed and stability improvements

> Ability to improve the system with new complementary services

CASE STUDY

Bluestone National Park Resort upgrades its finance system, choosing TouchstoneFMS for its expertise and support.

Bluestone National Park Resort is located in the Pembrokeshire Coast National Park. It promotes "free-range" fun and relaxation for everyone of all ages.

Bluestone offers all weather and all year opportunities with its Blue Lagoon water park, an Adventure Centre where the great outdoors comes indoors, an exclusive spa retreat, luxury lodges, cottages and studio apartments and 500 acres of spectacular countryside.

And that's before you consider the wide range of adventures and activities including the Steep Ravine with its high ropes and the tournament field, all close to some amazing coast and countryside adventures.

THE CHALLENGE

Bluestone's finance system was over seven years old and not able to keep up with the business' requirements.

Getting any support for the system was difficult due to its age and with the business upgrading its Windows desktops the finance system would no longer work for its users.

The finance team also faced issues with the system's stability and lack of flexibility when running reports, which needed to be resolved.

An upgrade was required but the path was not without its challenges. The age of the system would make the upgrade process more difficult and to complicate matters any upgrade would need Bluestone to migrate from Oracle to SQL first.

Meanwhile the clock was ticking on the business's desktop upgrade programme meaning delay was not an option.

Frank Atkins, Bluestone's Financial Controller who implemented the original system, decided an upgrade was necessary.

"The system had served us well but was showing its age. When we first implemented it we were a startup and it met our needs well. We had other priorities as we grew the business but now really was the time to revisit and improve our core finance system."
- Frank Atkins, Financial Controller, Bluestone

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During the tender process, TouchstoneFMS' plan seemed to make sense and it went exactly as they said it would"

Giles McNamara
Management Accountant
Bluestone

THE SOLUTION

The existing finance system would need to be kept in place, accessed by remote desktop to ensure the finance team could continue to work during the project.

TouchstoneFMS transitioned Bluestone from an Oracle database to an SQL database in preparation for their finance system upgrade.

TouchstoneFMS carried out the Infor SunSystems upgrade end to end including post-delivery support.

THE OUTCOME

For Bluestone, capability and experience proved to be an essential consideration for the finance system upgrade.

Bluestone discussed the project with three companies and chose TouchstoneFMS as the one best placed to execute the project

Giles McNamara, Management Accountant at Bluestone, ran the upgrade project and said the approach of one of the other companies they considered seemed a bit too good to be true: the upgrade plan seemed too simplistic and fail at the proof of concept stage.

The upgrade project realised a number of benefits. After remote desktops were used as an interim measure, the upgrade project allowed the finance team to once again use the system directly from their own desktops.

Stability has been improved greatly and the upgrade has produced a number of performance improvements. The system is faster to use and Infor Q&A reporting is now much quicker.

Additionally multiple members of the Bluestone finance team are able to run the same report, which they couldn't do previously.

Users of the system are pleased not only by the performance and stability improvements but also the new features of the solution. The ability to personalise their desktops has been particularly popular.

By having an up to date system Bluestone is now able to look to other improvement areas and implement complementary solutions.

In particular Bluestone is exploring Fixed Asset Management as well as e-remittances, which will allow the automation of electronic remittance advice. This will save time and money as well as giving suppliers improved visibility of payments.

TouchstoneFMS's realistic approach to the project delivery was a significant factor in being chosen by Bluestone and the TouchstoneFMS team's approach was key to successful delivery and support.

McNamara found the TouchstoneFMS project manager "helpful, relaxed and supportive" and felt her technical knowledge and experience as an installer was a boon to the project.

> "You spend a lot of money on a project then once that's done a lot of companies leave you in the lurch. But it's been very good. TouchstoneFMS has delivered everything they've said they would."
> **- Giles McNamara, Management Accountant, Bluestone**

While the Bluestone finance team does not interact directly with clients, their role is essential to the smooth running of the resort. In an industry where a bad review is just a click away, Bluestone understands that to provide a luxury experience every element of their service counts.

Building a strong relationship with suppliers and ensuring that all the essential goods are delivered as expected is integral to Bluestone's delivery of an enjoyable holiday.

McNamara is pleased with the project, the benefits it's brought and in particular notes TouchstoneFMS's support in ensuring the delivery went smoothly.

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"Any problems that we've had, TouchstoneFMS' helpdesk has been straight on the phone and they've resolved it."

Giles McNamara
Management Accountant
Bluestone

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