

DIGITAL SCIENCE CASE STUDY

Introduction

Digital Science (DS) develops technology for the scientific research industry, helping solve problems for researchers, institutions, publishers and funders.

Originally part of MacMillan Publishing, they operate as an independent company within the Holtzbrink Publishing Group. As a complex business made up of many entities across multiple countries, they manage ever-changing relationships between products and companies and are growing rapidly.

Why SANSA & NetSuite

SANSA helped Digital Science optimise their Oracle NetSuite integration with an initial system health check that identified a number of sticking problems:

- 1. Key modules and aspects of functionality had not been deployed** - the original implementation was not sufficient, with modules left behind such as Advanced Revenue Management (ARM), a key requirement of the business.
- 2. Users were not sufficiently trained on NetSuite** - leading to inconsistencies with the way NetSuite was being used.
- 3. The system was not properly supported internally** - with DS staff not taking advantage of the support package purchased.

Before the re-implementation could take place, SANSA went to great lengths to listen and scope the requirements with Digital Science in a joint workshop. From there, SANSA broke the project down into its component parts to form a project roadmap.

Key to the SANSA partnering approach was the combination of functional NetSuite expertise with experienced consulting and interpersonal skills; empowering the internal Digital Science team could be as self-reliant as possible.

SANSA delivered and led a comprehensive training package for the relevant process owners. They also made a recommendation for making sure the right people were in place, so NetSuite could be managed on a daily basis.

SANSA also consulted and enabled the creation of a migration strategy, ensuring a smooth process for new entities as the business continues to grow.

Digital Science found the SANSA Tensile™ support product to be exactly what they needed, principally because they're supported by a team that knows the business and knows their people - delivering true partnering.

The Challenge

Having initially implemented Oracle NetSuite themselves, two years later DS realised what they had in place simply didn't meet their current or future requirements. With no systems specialists in-house they sought outside help and SANSA answered the call. It was important the issues were rectified within a limited, 4-month time-frame.

The Results

With an optimised solution, SANSA didn't just implement, but at all times proactively consulted at every level and provided a choice of options to provide the optimal solution.

SANSA added value to the business by providing accurate information in real-time. Something they just couldn't do previously.

A comprehensive implementation was achieved within the desired 4-month time-frame and now, in less than a year, DS now boasts a properly implemented and supported system from which they are receiving real value for money and improved business performance.

SANSA are a true partner with Digital Science and an integral part of their continued growth strategy.



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