

## CASE STUDY

### INFOR Q&A SOLVES UPGRADE ISSUES FOR ABBEY BUSINESS CENTRES

**Abbey Business Centres was founded in Glasgow in 1998 and since then has expanded across the UK with a reputation for quality, flexibility and a unique commitment to guaranteeing customer satisfaction.**

Since its inception, the company has delivered award winning office space to a wide range of clients, from start-ups to some of the biggest corporations. Abbey currently operates a portfolio of 13 prestigious serviced offices and meeting room venues in cities such as London, Manchester, Glasgow and Edinburgh.

Abbey had been operating with an older version of SunSystems' Vision for more than eight years, integrated with Office 2000. However, after a Microsoft Office upgrade, it was decided to upgrade to Infor Query & Analysis 10 (Q&A 10) to make the most of the new system.

Q&A 10 is a highly robust reporting tool that supports Office 2003 & 2007 and offers greater functionality, combined with ease of use and flexibility. The upgrade immediately solved reporting problems that Abbey were experiencing, allowing Vision reports to run more smoothly and faster.

**Innes Chalmers, Finance Director, Abbey Business Centres, said:**

"We have worked with Castle for some time and they have always demonstrated an understanding of our needs, so when we experienced problems with Vision XL reports after the upgrade of Microsoft Office, we asked them to investigate the issue for us.

"The recommended course of action was to upgrade to Q&A 10. This stabilised the system and it was immediately noticeable how much faster reports could be generated. Also, the increased functionality of the system means that our reports are more tailored to meet the specific needs of the business and inform key decisions. The upgrade has also achieved a degree of future proofing for the system which means that we can manage the business on a day to day basis with complete confidence in our ability to generate reports quickly and efficiently.

"Q&A 10 has boosted the motivation of the accounts team. They love the new user friendly interface and being able to create and quickly update attractive account statements."

Infor FMS SunSystems

Vision Q&A 10

Increased System Functionality

Reports Are Generated Quickly & Efficiently

User Friendly Interface

#### Contact us

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