



Paperchase Case Study

There's only one i in business



Paperchase is the undisputed retail brand leader in innovative stationery in the UK. They have been trading for 30 years and sell gifts, stationery, decorations and personal accessories.

Distributing, retailing and warehousing thousands of active products naturally creates a lot of related information which must be managed effectively for a smooth running operation.

New way of working

Until recently, Paperchase's systems used to cause problems on a regular basis. Their applications were bespoke, out of date, difficult to use and not delivering the service they required. Consequently, the business started to suffer with deliveries taking too long to get from the warehouse to stores.

"The old system we were using before we installed the iSeries was unreliable causing us a lot of issues and wasted time. We were looking for a solution that could manage our merchandising, warehouse and stock systems" says Neil Plaistowe, Paperchase's Head of IT.

Saving time and money

"We wanted a solution that would provide us with a low ongoing cost of ownership that was also reliable, secure and efficient and one that could cope with the expansion plans of the business".

“The old system we were using before we installed the iSeries was unreliable causing us a lot of issues and wasted time.”

Neil Plaistowe, Head of IT
Paperchase

Neil knew exactly what he wanted as he had 20 plus years experience of working with the iSeries platform at TRW, BRL Hardy and Burberry.

"I have always been impressed with the iSeries as an application platform. It's reliable, stable and provides great processing power and scalability" enthused Neil.

The iSeries has brought industry standards and best practice to the staff at Paperchase and this makes their life much easier. APSU has helped their support staff understand how to operate the system and ensure they get the best out of the latest technology advancements.

Making a difference

"I have been working with the APSU team for over 10 years and I look to them to support us with decisions impacting our entire technical infrastructure, not just our iSeries platform." says Neil. "I trust them to help me consult, design, implement and support our IT infrastructure.

"One thing I can say about working with APSU is that I'm 100% confident I chose the right solution. APSU really took the time to understand our strategic plans and we made significant savings just due to the timing of the purchase.

“From a user perspective we are getting fewer issues on a day to day basis. We can now do more during our overnight processing to meet our timescales and SLAs and improve our customer experience.”

**Neil Plaistowe, Head of IT
Paperchase**

The future

"We've upgraded our system twice to meet the growing business needs. We recently upgraded from an i520 to an i525 increasing the amount of processors and memory".

"We are now looking at expanding the System i to logical partitioning to help us move towards a franchise model. We are also interested in the 6.1 version of the operating system which offers native encryption. With PCI DSS (and other) compliance strongly on our agenda this could be a very interesting feature" Neil concluded.

About APSU

APSU is a leading IBM Premier Business Partner, a HP Preferred Partner, a Cisco Premier Partner, and a Microsoft Gold Certified Partner.

At APSU we strive to maintain long term partnerships with our clients, and the continuing relationships that we have with clients such as HMV Group, Arcadia and Admiral Insurance is testament to the high quality of service we provide.

- We help you address the challenges that affect your IT infrastructure
- Provide cost-effective technology solutions
- Ensure that you are maximising your IT investments.

Working with us will ensure that your IT systems are effective in helping you create and maintain a competitive edge.



For further **information** contact our sales team on **01285 862 100** or email **info@apsu.com**