

## Success Story

# How a security company unlocked a 20% increase in cash

Banham Security has gained more business insight with Datel and Sage X3

Banham Security has been providing security products and services to London and the South East of England for over 90 years. But with multiple locations using multiple systems, Banham knew it needed to shake things up to achieve the growth it desired.

Sage

#### Company

Banham Security

#### Location

London, England

#### Industry

Security Supply and Maintenance

#### Sage Products

Sage X3

#### Partner

Datel

EST 1926  
**BANHAM**  
SECURITY

#### About Banham Security

Banham Security has been providing security products and services to London and the South East of England for over 90 years, fitting and maintaining everything from specialist locks and doors to bespoke alarms and CCTV.





Banham Security needed a platform to manage multi-site business operations, and connect and communicate with other applications.

### **The challenge**

Banham Security supplies, fits and maintains everything from specialist locks and doors to bespoke alarms and CCTV. The business is spread out across the South East of England to include warehousing and distribution functions, retail sites and on-site engineers.

To manage their operations, Banham relied on many different business systems. Paolo Arcangelo, director at Sage's largest UK partner Datel, picks up the story:

"These legacy systems were not communicating well together and were a little siloed in terms of their reporting capabilities. They didn't provide the business insight Banham wanted to support and grow the business."

### **The solution**

Moving to Sage X3 was a natural move for the company, as it had already standardised on Sage solutions elsewhere in the business, successfully using Sage CRM and Sage Payments solution.

Bringing in X3 into the mix has brought about significant, tangible benefits, as Paolo confirms:

"Banham has seen many process improvements throughout the business, from finance to warehousing, and to distribution. But the main area of benefit has been within reporting. They've been able to gain a much deeper insight into their business, connecting all of their different business systems into the one X3 solution."

"Banham has been able to connect their X3 solution to their Sage Payments solution, draw data and reconcile that cash collection inside of their Sage X3. This has led to savings in terms of staff personnel and data reconciliation."

### **The bottom line**

Being able to draw upon its experts in finance, distribution, manufacturing and warehousing has enabled Datel to provide a comprehensive Sage X3 solution for Banham. A solution that's already providing quantifiable savings, as well as the visibility the company requested to facilitate growth. And it's a journey that's only just beginning.

"I know with Sage X3 we can achieve whatever the customer wants", explains Paolo. "The product is so very broad. It's depth of functionality and development capabilities mean that whatever the customer requires, we can achieve with Sage X3."



“I know with Sage X3 we can achieve whatever the customer wants.”

**Paolo Arcangelo**  
Director, Datel

#### **The future**

Building on the success of this project, Banham is going to further integrate its X3 solution into other applications within the business, such as its website and e-POS solutions.

Datel is also writing an app for them to enable their fitters to integrate live data back into the Sage X3 solution.

“This will allow the fitter to see the items that need to be fitted out on site”, explains Paolo. “It will tell them where the items need to be fitted. It will allow them to take photos of where the items have been fitted and then it will integrate that whole data back into X3, which can then be later retrieved for quality purposes.”

Paolo is excited for the future: “I am very passionate about what Datel does and what we deliver for our customers. We deliver a great service and work very hard to build a strong partnership. As a result, we develop long-lasting business relationships focused on supporting their success.”

Datel's customer retention is an impressive 11 years on average.

“Relationships are all about people, and that's something that I personally value; and I think something that our customers really value as well.”



Sage



© 2022 The Sage Group plc or its licensors. Sage, Sage logos, Sage product and service names mentioned herein are the trademarks of The Sage Group plc or its licensors. All other trademarks are the property of their respective owners.