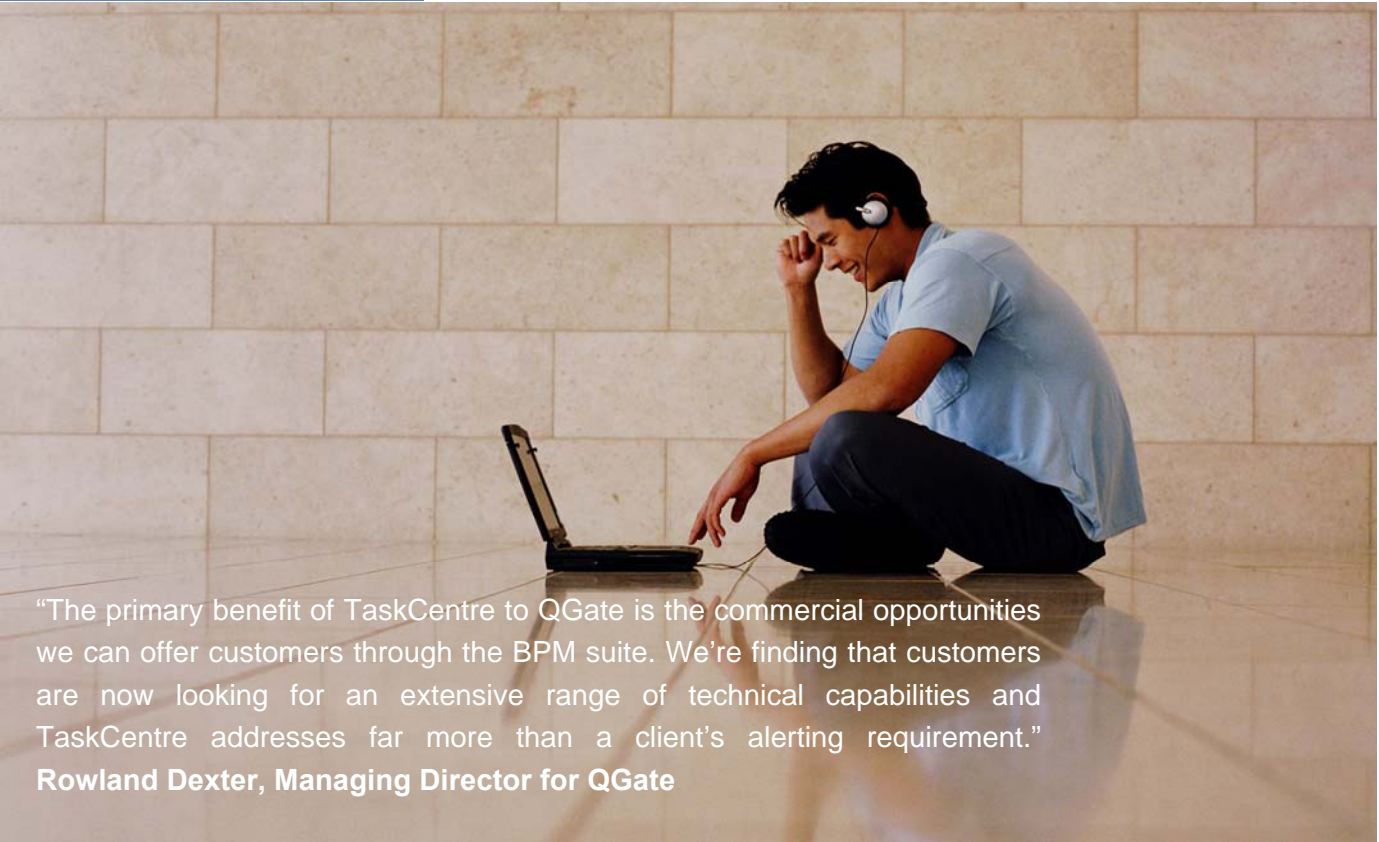


**QGate hail the TaskCentre BPM Suite as a 'must have' for SalesLogix.**



“The primary benefit of TaskCentre to QGate is the commercial opportunities we can offer customers through the BPM suite. We’re finding that customers are now looking for an extensive range of technical capabilities and TaskCentre addresses far more than a client’s alerting requirement.”

**Rowland Dexter, Managing Director for QGate**

**Partner Focus**

**TaskCentre**®

The UK's leading Business Process Management (BPM) Solution

**Reason(s) for Partnering**

- ⇒ Customer demand for sophisticated Business Process Management (BPM) technology
- ⇒ The reputation of Orbis Software within the global SalesLogix and Sage reseller channel
- ⇒ The technical strength of TaskCentre
- ⇒ Orbis Software’s commercial support program
- ⇒ To generate new company revenue streams
- ⇒ To further strengthen QGate’s solutions portfolio

► **Company**

QGate

► **Primary Partnerships**

Sage SalesLogix

► **Geographies**

International

**Benefits for the Partner**

- ⇒ The ability to satisfy complex client requirements
- ⇒ Strengthening of the SalesLogix proposition
- ⇒ Higher customer satisfaction levels
- ⇒ New and recurring revenue streams
- ⇒ Opening up of new markets
- ⇒ The ability to offer comprehensive sales and marketing automation solutions

## Partner Focus: QGate

AUTOMATING BUSINESS PROCESSES

# TaskCentre

Orbis Software (UK)

QGate provide specialist CRM solutions based on the Sage portfolio of products, SalesLogix and Sage CRM MME. Based in Fareham, Hampshire, QGate's client base is mainly situated in and around London and the south, however, they have a number of clients with international offices and deployments. Well known clients include the Discovery Network and the BBC.

Now approaching it's 10th year in business, QGate is well recognised within the SalesLogix arena as one of the leading development partners. QGate produces its own data management and CTI solutions and with these solid foundations, QGate have built an enviable reputation for being a CRM specialist that delivers complete solutions to it's clients.

### **QGate and it's initial interest in Orbis TaskCentre**

As both a Sage Technology and Business partner, QGate play a very active role in the development community, not only with regards to its own data management and telephony solutions, but also within the SalesLogix solution itself.

However, it was Orbis Software's reputation within the wider Sage community that first drew their attention to TaskCentre as Rowland Dexter, Managing Director for QGate, stated, "Like many SalesLogix partners, we had started addressing customer demand for alerting capabilities through our bespoke services and then later on by becoming a distributor for a well known US-based alerting solution. But, we became increasingly aware of the fact that TaskCentre was viewed as the "Sage standard" for

sophisticated Business Process Management capabilities. This was the point at which we started to explore the partnership opportunities with Orbis Software."

### **The commercial benefits of TaskCentre® to QGate**

The commercial value of any solution is determined by three primary characteristics. Firstly, it must address the technical requirements of the customer, secondly it must be easy for partners to deploy and support and thirdly, it should be financially rewarding for the partner.

When Rowland was questioned about the commercial benefits of TaskCentre to QGate, the response was typical of a solution provider with an enviable reputation for customer service, "The primary benefit of TaskCentre to QGate is the commercial opportunities we can offer customers through the BPM suite. We're finding that customers are now looking for an extensive range of technical capabilities and TaskCentre addresses far more than a client's alerting requirement."

CRM solution providers understand more than most that the deployment of a solution is just the beginning of the relationship with the customer. Forging a long term mutually beneficial relationship is just as much about the on-going support and development as the fulfilment of their initial requirement. This was highlighted by Rowland when he said, "One of the overriding aims of the company is to be known not just for our technical expertise but the quality of our solutions and ongoing customer support. Consequently, it is important for us to partner with a vendor whose

## Partner Focus: QGate

AUTOMATING BUSINESS PROCESSES

# TaskCentre

**Orbis Software,**  
Suite 3, Bourne Gate,  
25 Bourne Valley Road,  
Poole, Dorset.  
T: +44 (0) 1202 241115  
F: +44 (0) 1202 241116  
W: [www.orbis-software.com](http://www.orbis-software.com)

solutions are technically sound, easy to use and simple to maintain. TaskCentre certainly falls into this category and this has been made clear from the feedback we have received from customers.”

The most successful and profitable CRM solution providers are those that deliver highly visible strategic and financial benefits for their customers.

These goals are achieved by delivering a mixture of technology, expertise and services but Rowland pointed out the financial rewards TaskCentre brings to both QGate and it's customers, “The capabilities of the TaskCentre BPM suite enables us to demonstrate a highly visible ROI for our clients, which in turn enhances the strength of our new business proposition.”

### **QGate's reasons for partnering with Orbis Software and the future plans they have for the product.**

There can be no hiding of the fact that QGate were the UK product distributor for a well known US-based alerting vendor but Rowland was happy to start off with this point when discussing QGate's migration to Orbis Software, “I'd like to say that our relationship with the US alerting vendor was satisfactory throughout its duration. However, the technical superiority of TaskCentre, Orbis Software's commercial support and the reputation the product has with Sage Enterprise and its global CRM and ERP channel made the migration to its partner scheme a logical one. The CRM marketplace is continually changing and Orbis Software's Business Process Management

(BPM) Suite is perfectly equipped to meet the challenges ahead. Architecturally, it is future proof and this is why we are looking forward to working with Orbis Software's development team, who are committed to focusing on commercially attractive functionality.”

Another obvious but commonly ignored reason for partnering with any software partner is the vendor's willingness to work with partners around the area of product development. This was indicated by Rowland, “For us, one of the most rewarding parts of our relationship with Orbis Software is its willingness to listen to the ideas and thoughts we have regarding TaskCentre's development. We've already seen our requests implemented and this is the type of relationship we are used to with Sage SalesLogix.”

When Rowland was asked to give an indication of QGate's future plans for TaskCentre he said, “The product has already had an impressive impact on our SalesLogix business and we are looking forward to using TaskCentre as a vehicle to exploit and open many new market opportunities in the coming months.”

### **Contact Details:**

QGate,  
D2 Fareham Heights  
Standard Way,  
Fareham  
Hampshire,  
UK,  
PO16 8XT  
Phone: +44 (0)8700 603255  
Email: [info@QGate.co.uk](mailto:info@QGate.co.uk)  
Web: [www.QGate.co.uk](http://www.QGate.co.uk)