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QAD HELPS i2O GROW AND INCREASE THEIR POSITIVE IMPACT ON THE WORLD

THE COMPANY: i2O

i2O helps water utilities respond to the challenges they face with increasingly urbanized populations, more extreme weather events, aging infrastructures, more demanding customers and constraints on expenditures.

HIGHLIGHTS	
Company	i2O
Headquarters	Southampton, UK
Industry	Industrial
Products	Smart Water Network Solutions
Solutions Utilized	Adaptive UX (User Experience)



With its global presence, i2O provides smart water network solutions to utility companies in over 35 countries around the world. They offer effective logging and visualizations of water pressure/flow data and alarms; monitoring of water networks and remote control and automatic optimization of entire water networks.

i2O's customers are reducing leaks, bursts, energy and operating costs, extending asset life, improving customer service and achieving rapid return on investments. i2O is headquartered in Southampton, UK and has offices in Malaysia, Colombia and Dubai.

THE CHALLENGE: HOW TO BEST GROW THE COMPANY WHILE MAXIMIZING CORPORATE GOOD

“Of course, i2O is a business and the focus is ultimately about making money but we are also more than that,” comments Kevin Thornton, i2O’s financial controller. “We’re also about bigger things. We’re helping solve the growing water crises in a number of cities around the world. Anything that can



make i2O more efficient helps not only us, but the world at large.”

i2O is a growing company and one of their biggest challenges is how to deliver a wider range of solutions to their customers to grow i2O more

quickly while helping the worldwide water crisis. They are also expanding into multiple countries.

With the goal to use its advanced and patented solutions to make more smart water networks and make a bigger impact on the world, i2O needs to take advantage of the most current technology. To be successful with their efforts, they need:

- Quicker access to information through a wider range of options
- Real-time analytical insights for better decision making
- To track fixed assets more effectively
- To speed up the sales order process
- Ability to tailor the user experience to meet preferences based on role

i2O wanted something intuitive to use, with more access to data and greater visibility. As an innovative young company, they are driven by the latest and greatest technology – this led them to QAD's Adaptive UX.

THE SOLUTION: ADAPTIVE UX GIVES i2O ACCESS TO THEIR DATA ANYTIME, ANYWHERE

QAD's Adaptive UX provides a rich user experience for customers to access QAD Adaptive ERP anywhere, anytime and on any device. With the implementation of Adaptive UX, i2O has a more user friendly and efficient interface that allows them to not only access information more quickly on more effectively organized action centers, but gives them access from any browser – desktop, laptop or mobile. It has helped them to optimize the streamlining of tasks and provided easier access to insight and data – ultimately, enabling them to

make smarter, faster and more effective business decisions.

Some of the features i2O has found most beneficial include the Action Centers, embedded analytics and the role-based dashboards and menus. Action Centers provide the data and information i2O users need in an easy to grasp visual format. They can drill down to more detail or take quick action based on the insight the solution provides, including built-in analytics and operational metrics. Within the organization, various roles are utilizing the system. With more than 45 out of the box role-based menus, users can complete the tasks specific to their role without flipping back and forth through screens.

With QAD's Adaptive UX, i2O can:

- Access their ERP system securely with a single sign-on using any browser
- Follow and receive information about business and transactional events of interest based on user defined criteria using activity feeds
- Visualize and navigate through business processes with personalized process maps, role-based Action Centers and built-in analytics
- Enhance and streamline business processes across sales, services, requisitions, purchasing, product structures, supplier collaboration and more
- Leverage industry best practices with built-in process maps
- Use full browse search with drill-down and linking capabilities



“Moving to the Adaptive UX went very smoothly and we are now effectively able to keep up to date all the time,” continues Thornton. “It has been very well received within the company. Our CFO is so enthusiastic about QAD’s Adaptive UX – as soon as a new feature is available he’s asking, ‘how can we make use of this?’”

i2O did very limited personalization during the implementation, finding Adaptive UX worked “right out of the box.”

“One of QAD’s strengths has always been its very strong manufacturing functionality out of the box,” comments Mike Neame, i2O CFO. “And now with Adaptive UX, it has a very modern and intuitive user interface.”

“Adaptive UX is very easy to use,” adds Thornton. “It takes out a lot of the manual processing and scrolling from screen to screen. Our users are telling us that the Adaptive UX is much easier to use and more efficient.”

THE BENEFITS: FASTER, MORE VISIBLE AND GREATER ACCESS TO INFORMATION

“Adaptive UX has boosted user productivity,” states Thornton. “Things are in the right place and information is easier to find. We also feel that we have hardly begun to realize the productivity potential of what Adaptive UX will do for us as we grow i2O.”

50% FASTER
PROCESS FLOWS THROUGH
QAD’S ADAPTIVE UX

Adaptive UX has improved and streamlined the sales order process. It’s now at least 50% faster as the process flows through the Adaptive UX including confirming the order, processing through finance, shipping and inventory.

“Utilizing QAD Adaptive ERP with Adaptive UX also means that it’s easy for us to move into new territories without needing IT infrastructure or additional support in these local countries,” adds Mike Neame, i2O CFO.

Other benefits i2O has seen with Adaptive UX include:

- Increased traceability in requisitions
- Quicker approval processing on requisitions even when people are on the move
- Quicker user training and employee on boarding time
- Improved manufacturing operations with better tracking system
- Increased information security
- Enhanced inventory control

“So much of the benefit of Adaptive UX, is related to its ‘ease of use’. It is intuitive and easy to learn,” comments Neame. “Adaptive UX will make training much easier as we expand our team.”

i2O’s plans for the future include leveraging Adaptive UX for the full purchase order process, forecasting, finance and other areas of the company.

“With Adaptive UX everything is quicker and easier,” concludes Thornton. “Adaptive UX gets people away from their desks and walking around to manage things in real time. We don’t feel we have yet realized the full potential of what the Adaptive UX can do for us, but we know as i2O moves into the future, QAD’s Adaptive UX will help us grow.”

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