

# Papworth Trust chooses Achiever Software

**Birmingham – 08/06/2004** – After a lengthy and thorough selection process, Papworth Trust has selected Achiever CRM to capture and manage data across their multiple departments.

Predominantly paper-based, Papworth Trust, had already implemented an MS SQL database in one department. This highlighted the benefits of computerising the data and it was decided to look at expanding the concept across the whole of the Trust. However, because the database was inflexible and failed to meet departmental requirements with no cost effective or suitable possibility for expansion or change, they decided to replace it with an enterprise-wide solution to encompass all departments' requirements.

Papworth Trust began looking for a system that they could customise without a consultant allowing them to take complete system ownership. It needed to be easy to use to guarantee user acceptance and to fulfil their complex requirements across multiple departments. It also had to be functionally rich so as not be redundant after a year.

Papworth Trust's Paul Gravestock explains, "*Our fundamental requirement was that the solution was capable of capturing and monitoring the data we needed to meet our contractual obligations. We looked at literally dozens of solutions, but found them unsuitable for a variety of different reasons. Some were discarded because they were too complicated or confusing for the users, others were too bespoke making us totally dependent on the supplier, and some had insufficient functionality.*

*We selected Achiever CRM, as we felt that Achiever CRM could provide us with everything required to achieve our business objectives from day one. Achiever CRM will provide all the functionality required across all departments, and offer us the flexibility to respond to any external factors that present themselves."*

Papworth Trust chose Achiever CRM because it is user-friendly and can fulfil all their departmental data and functional requirements whilst providing one central source of information for reporting and analysis.

Papworth Trust also recognised that Achiever CRM contained more functionality than they were going to use from day one but knew it could be implemented as and when needed - they had a system that could grow. The ability to integrate Achiever CRM with their existing systems offering the potential to view complete information in one location was also a deciding factor in the selection.



---

The Papworth Trust is a registered charity that helps and supports disabled people to be more independent at home or at work so they can live life to the full.

They help over 4,500 people annually including people with a physical or learning disability, sensory impairment, acquired disability, long term illness or mental health issues. They provide a range of specialist services covering progression, employment, housing, care and advice. They also provide training and support to employers and service providers to promote opportunities for the employment of disabled people.

[www.papworth.org.uk](http://www.papworth.org.uk)

Founded in Birmingham, UK, in 1992, **Achiever Software** is the developer of Achiever Enterprise and Achiever Foundation, comprehensive CRM and eBusiness solutions that are supported through custom development; dedicated project management; technical support and helpdesk; on or offsite training; full product documentation; implementation services; consultancy; integration with ERP and Accounting systems; post implementation account management; bespoke report writing and data importing.

[www.achiever.co.uk](http://www.achiever.co.uk)

