

Customer Case Study

Support saves time for non-IFS projects

Rever Offshore, specialists in subsea services, have recently renewed and signed for a long term customer support contract with Wyre Solutions.



About the Project

Through a proven track record and engineering ingenuity, Rever Offshore has the capability to deliver the most complex of subsea projects. Combining engineering solutions, technology, vessels and equipment, Rever Offshore retain the reputation as an industry leader in diving, IRM, decommissioning, construction and project management and engineering services.

The Wyre Solutions support contract provides Rever Offshore with an all-inclusive support service. Wyre Solutions have been working with Rever Offshore since 2016 and have now renewed their support period prior to the end of their previous contract for the next 19 months, covering them till early 2022.

Rever Offshore use the IFS application as their main enterprise resource planning (ERP) system. The areas and modules IFS is prominently used in are Finance, Human Resources, Procurement, Inventory Management, Project Management and Rental Management.

Neil Burr, Senior Business Systems Analyst at Rever Offshore, directs and oversees the smooth running and development of business applications used by Rever Offshore. Accompanied by his colleagues, they ensure growth and implement improvements to all business systems with the main focus on IFS.

Support from Wyre Solutions alleviated time for internal non IFS business projects.

He expressed before working with Wyre, "any issues that were submitted could take two minutes or two weeks to action and complete. There was no consistency with timeframes and consumed much of my time which should be focussed on progressing projects within the business".

However, having Wyre Solutions as Rever Offshore's all-inclusive support desk alleviated time to accomplish and develop internal non-IFS projects for the business and knowing that a member at Wyre Solutions will support with any issues that come through has relieved a massive weight off my shoulders. They also deal with IFS directly on my behalf which is great".

About the Customer

Through a proven track record and engineering ingenuity, Rever Offshore, now known as Boskalis, has the capability to deliver the most complex of subsea projects. Combining engineering solutions, technology, vessels and equipment, Rever Offshore retain the reputation as an industry leader in diving, IRM, decommissioning, construction and project management and engineering services.



"No matter what I throw their way, I know that they will pick it up and commence with creating a solution or have an in-depth answer for me. With Wyre Solutions, I can safely say I know whoever picks up my issue will be perfectly capable to deal with my query, regardless of whether it is an internal or external resource".

The Wyre Solutions team are knowledgeable, efficient and attentive.

Neil also added, "They seamlessly work alongside me and it feels that they are, as it were, 'part of the team'. We have a very comfortable and communicable relationship where I can simply ring a member of the Wyre Solutions team and receive prompt and reliable advice on topics that aren't directly related to IFS such as SQL coding".

Since working with Wyre Solutions, Neil explained, "a great deal of the preliminary work is completed for me and if an article is important or urgent, I can consistently say that there will unfailingly be someone within the Wyre Solutions team who will find the time to complete the work, both inside and outside of their business hours. Alongside this, they work very independently which is tremendous as it takes the stress away from me".

The business relationship between Wyre Solutions and Rever Offshore is invaluable.

He described the decision to renew the support contract between Wyre Solutions and Rever Offshore to early 2022 as "logical with no reasons to change provider". He continued to say "Wyre Solutions were repeatedly providing us with exactly what we were asking for and at a very competitive price. Competitors have approached us in the past regarding what support and service they could offer us, however, I have deflected their correspondence as I feel the relationship Wyre Solutions and Rever Offshore have developed is unique and not worth trying to rebuild with another company".

Supporting his decision to renew, Neil went on to say "Within the business, we have had very satisfied and consistently good feedback from our internal customers regarding end-user support. If I were to move to another company who use IFS with a similar footprint to Rever Offshore, I would contact Wyre Solutions in a heartbeat. Looking back to our initial interactions in 2016, it would have been most beneficial to Rever Offshore if we had started the support from then due to the impeccable service we have acquired".

Neil commended the Wyre Solutions team for their friendly and helpful manner alongside the level of expertise and work produced. Neil commented, "I am always able to make a personal connection with the Wyre Solutions staff which I feel is a strongly consistent characteristic of Wyre Solutions".

Director of Wyre Solutions, Paul Maybury, exclaimed "We look forward to continuing to provide Rever Offshore innovative solutions and comprehensive assistance with their IFS modules and application. As a leader in their specialism and industry, Wyre Solutions are delighted that Rever Offshore have chosen us to further support and develop their utilisation of IFS."

About Wyre Solutions

At Wyre Solutions, we collaborate with our clients to develop holistic business strategies to grow your business.

With our core values at heart, our dedicated and proficient team provide a vast array of expertise to create innovative solutions to fulfil your business goals.

As recognised Silver Channel and Services partners, we have positioned ourselves as a driving force in several key business sectors including life sciences, construction, retail, pharmaceutical, healthcare, agrochemical, maritime, marine electronics, automotive and oil and gas.

There is no "one-size-fits-all" solution and so, our team pioneer solutions by learning about your business principles and processes to ensure a personalised service to optimise your systems. Alongside our resolute support team based in the county of Worcestershire, we also offer IFS Licensing, Consultancy, Project Development and Partner Integrations as part of our service provision.




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