



**SES Secure Ltd**  
**Experience Sustained Growth**  
**with the help of SuperOffice CRM**



**SuperOffice**®



**ses**



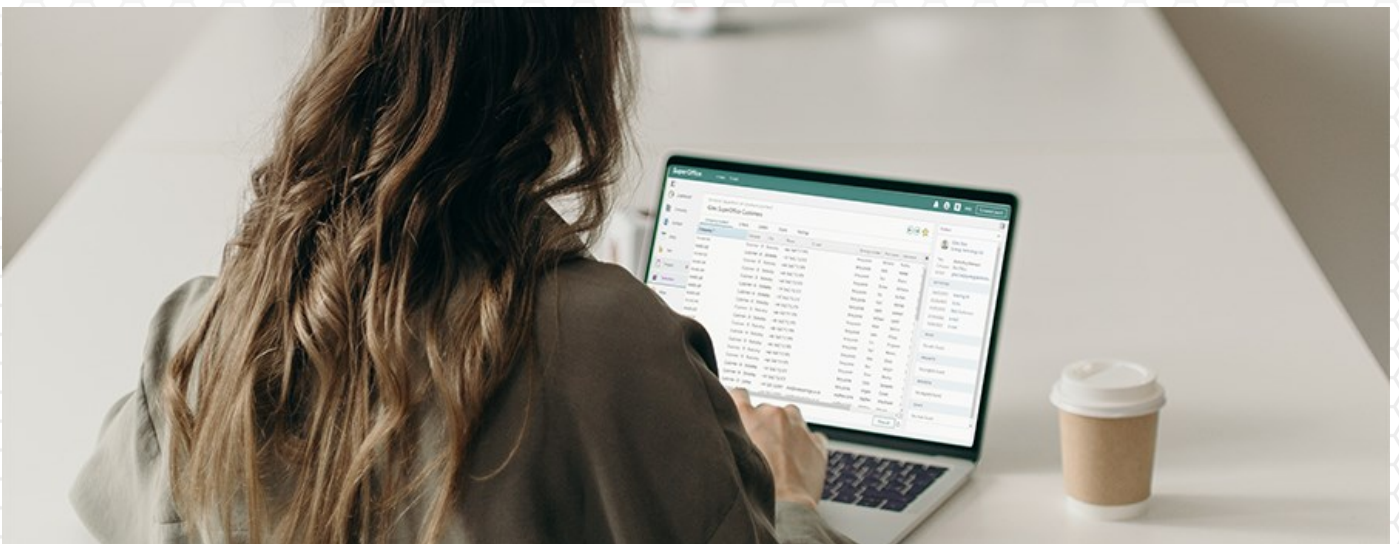
**synergy**  
technology

# Introduction

[SES Secure Ltd](#) is a specialist software escrow and business continuity provider, based in Handforth, Cheshire, UK. Software escrow is a legal arrangement in the software industry where the source code and other critical materials of a software application are deposited in a secure third-party escrow account.

This is typically done by a software vendor or developer to protect the interests of the software's end-users or licensees, especially in cases where the software vendor faces financial difficulties, discontinues support, or goes out of business. If any of these events occur, the escrowed materials can be released to the end-users, allowing them to continue using and maintaining the software without depending on the original vendor.

SES Secure Ltd protects over 2,500 Software Developers, IP Owners, Distributors and End Users in over 40 countries across the world, and their levels of customer service, cost effectiveness and security have enabled them to become the fastest-growing Software Escrow Provider in Europe.

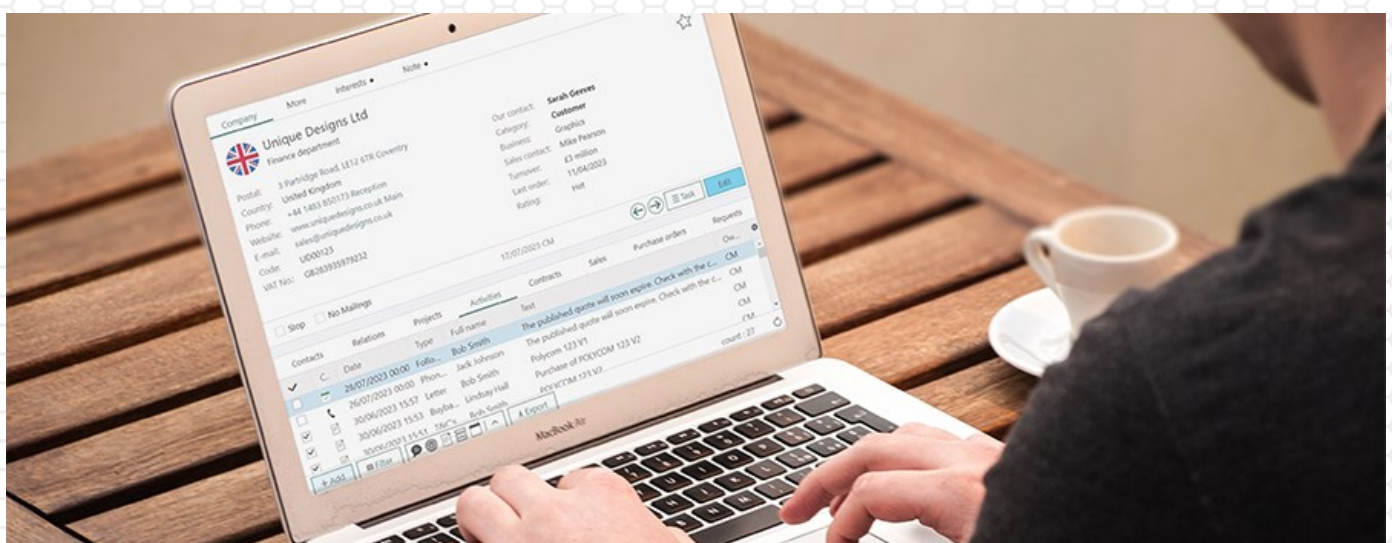


Supporting and helping to enable their high levels of customer service is their SuperOffice CRM system, which allows them to keep all of their customer and prospect information in one place, track contact, and keep an accurate record of record of multi-party agreements, something which is unique to their business sector. SES has now been a customer of Synergy Technology for over 10 years, utilising the support and guidance of the company for the SuperOffice CRM solution.

## The Challenge

In 2010, after several years of successful growth, SES Secure Ltd reviewed its customer management process and determined it was necessary to update and upgrade to a purpose-built CRM platform. "The company was finding it a challenge to maintain accurate customer records, correspondence tracking and management" said **Tom Sweet, Head of Technology, Escrow and Cyber Security at SES**. However, choosing the right CRM to support multi-party agreements wouldn't be straightforward.

The company had several requirements, some of which were unique to their particular business sector. After researching the marketplace, both in terms of software solutions and providers, SES Security finally decided on SuperOffice CRM and Synergy Technology.



Part of what SES were looking for was a way to manage the renewals of their customer contracts which due to the specifics of their business was functionality which no CRM system provided out of the box. “Simple and effective customer management for three-party agreements which is quite specific to our business sector, was something we needed” said Tom. “Synergy Technology provided the most competitive and compelling solution with the SuperOffice CRM platform underpinning the offering.”

As well as the software solution, SES were impressed with Synergy Technology as an organisation, and this also helped in making the decision. The company has a dedication to effective customer management, and a commitment to training and they felt that Synergy Technology’s approach reflected this. “SES were looking for a UK-based service provider that aligned with our business strategy and ethos and Synergy Technology reflected this” said Tom.

## The Solution, SuperOffice CRM

Following a thorough scoping process to determine the exact requirements, Synergy Technology developed a proposal that SES approved of, and the project was launched.

The solution included some bespoke development work in addition to the usual process mapping, data preparation and import and user training. Due to the high level of preparation and planning by the Synergy Technology team, the rollout went without a hitch.



According to Will Sharp, the Managing Director of SES “The solution was deployed using imported data from Excel. It was implemented in a relatively short period of time and proved effective quite quickly for the business. The expertise of the Synergy tech team specifically head of development Trevor Sharp, made the process very easy.”

SES Secure have been using the solution now for over 10 years, and Tom thinks it has helped the business become one of the fastest growing in their sector. “SuperOffice has helped SES grow to our current size and hopefully will continue to do so.” he said “The solution is critical to our business, customer management and agreement management. Without SuperOffice and Synergy’s support, the business would struggle to meet its sales targets and wouldn’t operate efficiently.”

It’s not just the software, SES see Synergy as a valued partner and it’s their people that really make the difference “Synergy have been great, their staff are friendly, very personable and focused on customer satisfaction. Said Tom “As things stand, we will continue to work with Synergy for the medium to long term as our business grows.”



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