

**CrimeStoppers.**  
Speak up. Stay safe.

# Crimestoppers turns to Xpedition to provide support for Microsoft Business Central

## About the organisation

Crimestoppers is an independent charity that gives people the power to speak up and stop crime, 100% anonymously. Founded by Lord Ashcroft in 1988, the charity has grown in size and ambition, working with businesses and public sector organisations to help make communities safer. Crimestoppers also carries out awareness-raising and educational campaigns both nationally and regionally. Occasional international appeals, such as the 2022 campaign jointly run with the UK's National Crime Agency to catch fugitives, have been highly successful. Every day, over 2,000 people trust the charity with their crime information.

## The Solution

Xpedition was engaged in 2022 to help implement an end-to-end Microsoft Business Central ERP solution for Crimestoppers which has been supporting its business operations since then. Xpedition was also selected to provide support and maintenance for their complete Microsoft platform.

**“From the early days of using Business Central, Xpedition has been supporting us by responding quickly and effectively to our queries and issues, through the teething period after go-live to the stable solution we now have,”** says Steve Mann, Director of Finance at Crimestoppers.

The managed services contract provides support for Business Central, through a customer portal and allows for Crimestoppers to raise a case for the attention of Xpedition. These can range from simple 'how do I?' queries through

to software or data issues that require a technical solution.

**“Xpedition responds immediately to our issues, keeps us informed of progress and, if necessary, escalates to Director level for a speedy resolution. In one case, they proactively arranged a call with a Microsoft developer in Denmark to investigate a software issue in a system interfaced to Business Central,”** explains Steve.

Steve adds, **“The resolutions Xpedition provides are very clear. In most cases, we can simply follow the detailed instructions, complete with screen shots, side-by-side with our own system. We always have the confidence that the answers have been fully tested and will work.”**

Upgrades to Business Central are also included in our agreement, giving Crimestoppers the assurance the system will be

kept up to date with the latest releases of new functionality and that the upgrades are professionally managed.

Gareth Morrille, Consulting Director, Xpedition highlights, **“Our partnership with Crimestoppers goes from strength to strength and we are happy to be responsible for supporting its business-critical Business Central ERP solution.”**

## Benefits

Support and maintenance of complete Microsoft platform

Quick, transparent and effective response to queries and issues

Customer portal for ease of raising tickets

Professionally managed upgrades to latest releases

To learn more about Xpedition visit: [xpedition.co.uk](https://xpedition.co.uk)  
Or contact us on +44 (0)20 7121 4705

**Xpedition**

