



takepayments partners with Xpedition to enhance and support its Microsoft Dynamics platform

About the organisation

takepayments is a leading payment provider specialising in simplifying card payments for small businesses across the UK. Founded in 2016, the company offers a comprehensive range of solutions, including card machines, online payments, and POS systems tailored to meet the diverse needs of its customers. As one of the fastest-growing payment companies in the UK, it delivers market-leading payment solutions and exceptional customer service to over 75,000 customers, supported by a dedicated team of technical experts. Headquartered in Stockport, the company also has offices in Leeds, Wakefield, Grimsby and London.

The Challenge

To ensure the continued delivery of optimal service for its customers and support continued growth, takepayments conducted an in-depth review of its systems, operating model, and support infrastructure. This review highlighted the need for investment in both finance and customer relationship systems.

The company's finance ERP platform, Microsoft Navision, was functioning as both an ERP and a CRM system. However, despite ongoing and costly customisation, its limited CRM

capabilities could not scale with the company's growth.

Paul Cooper, Head of Technology Delivery for takepayments, explains, **"We had completely outgrown our existing system, and the service model was no longer effective. It was time to explore the market for a managed service provider – a partner who could maintain our current systems and also has the strategic vision to upgrade us from Navision to Microsoft Dynamics Business Central, ensuring we're future-proofed for continued expansion."**

Highlights

Future-proof Microsoft Dynamics platform to support continued expansion

All solutions are uniquely covered under one managed service agreement

Day-to-day interaction between takepayments and Xpedition ensures productive integrated team approach

The support model allows takepayments the flexibility based on changing needs



Solution

Following a referral from Microsoft, takepayments engaged with Xpedition based on their technical expertise and cultural fit.

Paul highlights, **“Of the three companies recommended by Microsoft, Xpedition immediately stood out as the right partner for us. Their technical skillset and experience with Microsoft systems were impressive, but what truly set them apart was their cultural alignment and shared values.”**

Additionally, Xpedition's support agreement is unique and compelling. Regardless of solution – whether it's Microsoft Dynamics Business Central, Sales, Customer Service, or Microsoft Power BI, everything is covered under one managed services agreement. This offers takepayments the flexibility to upgrade or downgrade the agreement upon renewal based on their evolving requirements.

The onboarding process is critical, paving the way for a productive and collaborative partnership. Xpedition quickly got up to speed with takepayments' systems, customisations, infrastructure, and business needs. They also worked closely with the takepayments team to understand their operational processes, pain points and strategic goals.

Daily operations are agile, with processes streamlined through monthly reviews to identify and implement any process improvements needed. From a support perspective, the teams engage directly with each other. A team of four people at takepayments manages Navision from the business side, maintaining regular day-to-day communication with technical leads and experts from Xpedition. This interaction, based on support cases, development requests, and similar activities, ensures a free flow of information and an integrated team approach.

Xpedition's Support Desk is used to raise tickets for any support issues. In the case of critical issues, an all-hands-on-deck approach is in place, with everyone on standby to address the problem immediately.

Paul adds, **“Thankfully we haven't experienced any critical issues since engaging Xpedition, but we know they are prepared just in case. I am totally confident Xpedition has us covered should the need arise.”**

Working with Xpedition

“Xpedition has seamlessly integrated into our organisational culture, meeting both our technical and strategic needs, and consistently adding value. Their comprehensive support model, technical expertise, and cultural alignment make them invaluable. They not only address our current challenges with Microsoft Dynamics Navision but also guide us toward the future with modern Microsoft solutions. Their strategic plans align perfectly with our vision for growth and innovation. It's clear why Microsoft recommends them.”

Paul Cooper, Head of Technology Delivery, takepayments



Benefits

Effective onboarding

Streamlined onboarding with minimal disruption to ongoing operations.

Agile response

Swift handling of support cases and development requests, minimising downtime, and maintaining business continuity.

Open communication

Regular updates, clear reporting, monthly reviews, and free-flowing daily team interactions.

Strong relationships

Immediate access to expertise, allowing for flexible resource allocation to meet business demands effectively.

Strategic direction

Effective support for existing systems, and transformational plans for future-proofing the system.

Proactive partnership

Anticipates future needs and industry trends, offering strategic advice and solutions to position for sustained growth.

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

Xpedition