



Eclipse Internet  
Exeter, UK  
www.eclipse.net.uk

#### Industry:

Communications

#### Annual Revenue:

US\$2 million to \$100 million

#### Employees:

Fewer than 500

#### Oracle Products & Services:

JD Edwards EnterpriseOne  
Financial Management

#### Oracle Partner:

Whitehouse Consultants Ltd.  
www.whitehouse-consult.co.uk

**“We needed to escape from the rigid thinking that was holding back our business. Whitehouse’s approach to the project combined flexibility and stability in both outlook and implementation methodology. Oracle’s JD Edwards EnterpriseOne applications proved very quickly that they were the right choice for Eclipse while we were experiencing significant growth and changing business demands.”** – Mark Lang, Director of Broadband and Internet Service Provider Development

## Eclipse Internet Improves Workforce Effectiveness by Automating Financial Processes

Based in southwest England, Eclipse was founded as a dial-up internet service provider in 1995, evolving to offer broadband services by 2001. Eclipse grew rapidly and has won numerous awards, including the latest Winner of Best Consumer Broadband Award 2007. UK communications provider, KCOM Group PLC, acquired the business in 2004 but the Eclipse brand remains, offering a range of internet services, including hosting and online data backup, to businesses and consumers.

### Challenges

- Streamline billing and payments processes—safely manage a complex billing structure associated with various product offerings
- Enable transparency in financial processes to help the company drive further growth, including the addition of more than 1000 new customers each month
- Ensure consistent communication between customer services and the invoicing and payment functions to drive improved customer satisfaction
- Preserve existing IT investment

### Solution

- Streamlined and automated billing, invoicing, and account reconciliation by integrating Oracle’s JD Edwards EnterpriseOne applications with the company’s legacy CRM system, driving improved customer service
- Automated financial processes to extend visibility and improve staff productivity
- Eliminated the requirement for an annual headcount increase of approximately 1.5 people, enabling Eclipse to recoup the cost of the software within a few years
- Provided real-time visibility of transactions throughout the enterprise, driving more informed decisions
- Worked with Oracle Partner Whitehouse Consultants Ltd. to implement the new system in just two months