

E-BOOK

Customer success and growth

*Sage enables businesses
to develop and evolve.*



At Sage, we live and breathe business every day. We are passionate about helping our customers achieve their ambitions.

About Sage

Sage (FTSE: SGE) is the global market leader for technology that helps businesses of all sizes manage everything from money to people – whether they're a start-up, scale-up or enterprise. We do this through Sage Business Cloud - the one and only business management solution that customers will ever need, comprising Accounting, Business Management, People & Payroll and Payments & Banking.

Our mission is to free business builders from the burden of admin, so they can spend more time doing what they love – and we do that every day for three million customers across 23 countries, through our 13000 colleagues and a network of accountants and partners. We are committed to doing business the right way, and giving back to our communities through Sage Foundation.



Customer success and growth

Discrete Manufacturing

Okaya Lanka

Factory Direct Fencing

Kookaburra Sport

Astone Hong Kong Limited

Sonnax Industries, Inc.

Burbidge

Gummi Metall Technik

Distribution

Cairnhill Metrology

Pumpaction

Hoya Vision Care of the Americas

Jupiter Marketing Ltd

Sherwood International

Education and non-profit

Temasek Polytechnic

RSPCA

Process Manufacturing

Baiada Poultry Pty Limited

Rudy's Tortillas

Guru Labels

Professional Services

Helmi Talib & Co

Nexus Solutions

De Novo Training & Consultancy

Caprock HomeHealth Care

gap personnel

Retail

Grumpy Donuts

Auto Trader

Fresh Choice Supermarket



The ability to
simplify and
automate inventory
management and
production scheduling
is crucial to an
organisation's success.

Discrete Manufacturing

Discrete manufacturing encompasses a wide variety of businesses, from highly technical through to essential everyday items. While the products vary, the factor that remains constant is the need to ensure your processes are efficient and you're producing high-quality, in-demand goods.

Discrete manufacturers are realising the need to harness technology to improve their business operations and gain a competitive edge. Production is often complex with detailed BOMs and different stages of assembly requiring attention to ensure quality in the end product. The ability to simplify and automate inventory management and production scheduling is crucial to an organisation's success. Sage provides solutions that can be customised for

your precise production tasks and also delivers clarity on your broader business performance. Detailed product information across sales, purchasing, inventory and production as well as supporting multilevel bills of material and usage controls, and real-time changes in sales and order information, give you access to better data so you can make proactive decisions that save your business time and money.

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Company
Okaya Lanka

Location
Sri Lanka

Industry
Industrial Products

System
Sage 300cloud

**“Sage 300cloud really
does help us minimise
manual processes.”**

Buddhika Hathwaick,
Accountant, Okaya Lanka

Sage 300cloud helps Okaya Lanka save time by eliminating manual processes

Background

Established in 2008, Okaya Lanka is a manufacturer and exporter of electronic parts, including noise reduction capacitors and power inductor coils.

Okaya Lanka was looking for a business management software to streamline processes in its finance department. They needed a solution which can help them perform financial calculations with ease and a solution provider which could provide better assistance and post-purchase support.

Challenge

Okaya Lanka was looking for a business management solution to streamline processes in its finance department. Its existing solution didn't provide the functionality required to easily perform financial calculations, and the company was seeking a software provider that could promise better support, says accountant at Okaya Lanka, Buddhika Hathwaick. “The software provider we were working with was not very supportive when we needed assistance,” she says. “When we were using our old system, we were convinced it was not a leading one. We wanted a more developed and sophisticated system.”

Solution

After comparing various business management solutions, Okaya Lanka chose Sage 300cloud not only for its ease-of-use, but for its sophisticated functionality that has helped the company dramatically cut down on manual processes.

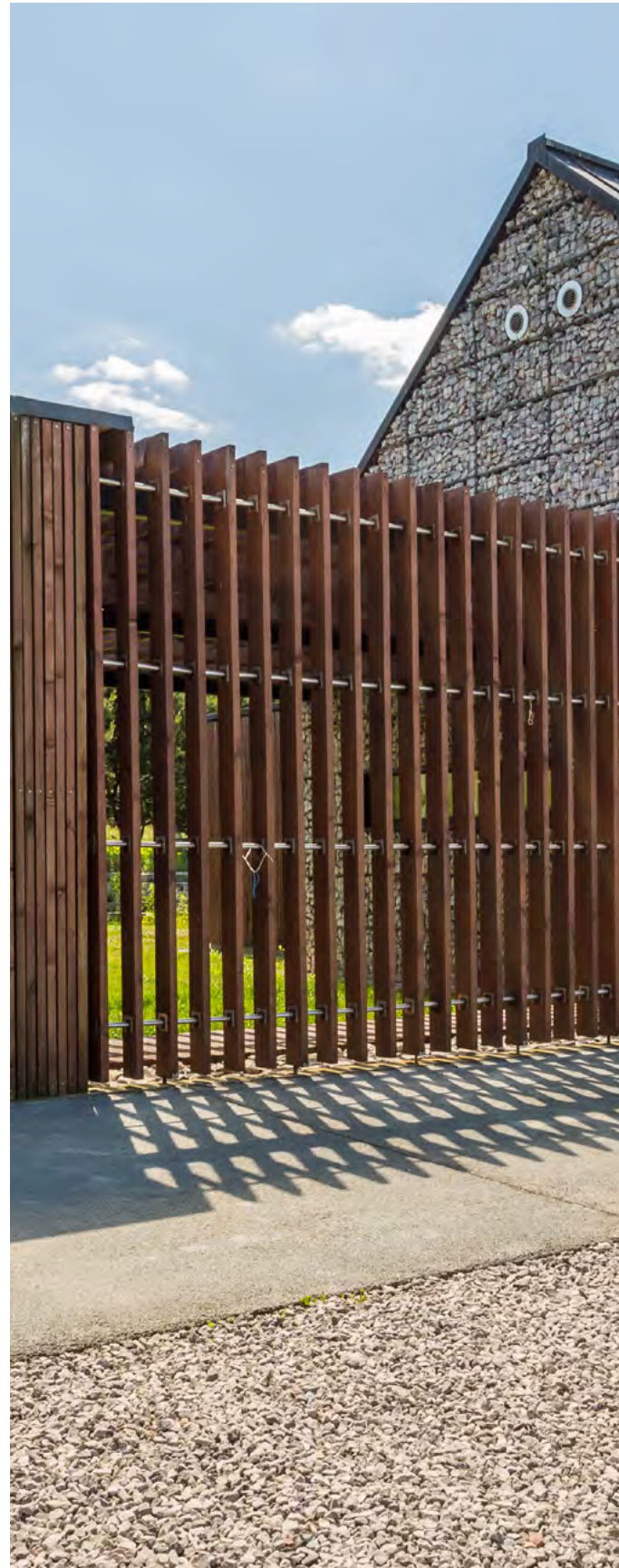
“Sage 300cloud really does help us minimise manual processes,” says Buddhika. “It provides us with more control and has given us a foolproof system for our finance department.”

Results

A key reason why Sage 300cloud has helped Okaya Lanka save time is because it automates many previously manual processes. “We can now print cheques out, which is automated in Sage 300cloud,” she says. “The cheque printing functionality in Sage 300cloud is a big advantage that we didn't have with our previous solution, which makes our work much easier.”

“Sage 300cloud also helps us perform bank reconciliations so we can now print the vouchers we were doing manually with our previous system.” For an export company like Okaya Lanka, Sage 300cloud's advanced multi-currency functionality has greatly benefited its finance department, says Buddhika. “A great benefit of Sage 300cloud is the multi-currency functionality in the general ledger,” she says. “Previously we could only view figures in the local currency. But now it's possible to obtain comparative figures for multiple currencies, and we can change the exchange rate daily.” And while Sage 300cloud offers advanced functionality, Buddhika says using the solution has been simple for her and the finance team. “Compared with our previous solution, Sage 300cloud is easy to use. We got the hang of it quickly,” she says.





Company
Factory Direct Fencing

Location
Australia

Industry
Manufacturing

System
Sage X3

“We not only have a huge number of standard SKU’s (Stock Keeping Units) but we can manufacture anything to order as well. We needed a system that could tie these two parts of the business together.”

Glenn Hosking, Managing Director,
Factory Direct Fencing

Factory Direct Fencing streamlines key business processes

Background

Factory Direct Fencing (FDF) is Australia’s largest family-owned manufacturer and distributor of fencing products. Its commitment to quality has helped to build a thriving business that turns over approximately \$35 million annually.

In the past few years FDF has been awarded a number of national contracts. These provided the impetus to expand the business into new geographic areas, resulting in FDF establishing a presence in Western Australia, Victoria, and New South Wales.

Challenge

Glenn Hosking, Managing Director, Factory Direct Fencing explains, “We used to have a lot of spreadsheets and manual processes so when we looked at how we wanted to run our business, we realised we were going to need an ERP [enterprise resource planning] system. We have a complex operation in that FDF directly distributes quite a few products but more than half of our business is manufacturing and custom manufacturing. This means we not only have a huge number of standard SKUs (Stock Keeping Units) but we can manufacture anything to order as well. We needed a system that could tie these two parts of the business together.”

Hosking identified his major requirements as being; multi-warehouse management, radio frequency scanning to support inventory management and speed dispatch, and component manufacturing functionality. In addition, he listed two other crucial functionalities; an efficient way of managing custom manufacturing and the ability to set and measure KPIs.

Solution

“We shortlisted two systems that had good track records and strong support. One thing that tipped us towards Sage was the fact that there were no bolt-ons. It had good manufacturing, warehousing and financial modules all contained in the one package. We didn’t

want any issues with upgrades and software getting out of sync. We wanted to be able to simply set it up then get on and do our job. Sage had the benefit of modern software features but was also mature enough to be stable.

“Another appealing aspect of the suite was its Configurator module. I can give the same custom job to ten different sales reps and they’ll all price it differently. Configurator gave us a nice, easy way for sales people to come up with accurate pricing and get enough information for our production team. It makes them conform to the way we want things done,” Hosking adds.

Results

“The streamlining of processes and reduction in duplication of data entry delivered immediate dividends. Within three months FDF redeployed four administrative staff that used to facilitate orders from production through to dispatch. All that paperwork is automatically generated so they’ve been redeployed to more productive roles now,” Hosking says.

“Reporting has also become much more reliable. We’ve got access to a lot more information and gained timeliness,” Hosking asserts. “We can more accurately measure the output of fabrication teams against budgets. The advantage of this is twofold; Firstly, we’re getting more out of the guys because we can give them feedback on their performance. Secondly, we are becoming more accurate with our costings and timeframes. We’ve never had the tools to be able to compare actual costs before. Since putting in the new system, we’ve been able to make adjustments where needed with either labour or machine or purchasing resources.”

“We are evolving with the software. It all comes down to better customer service at the end of the day. If we can make things quicker and better, the customers benefit.” he concludes.





Company
Kookaburra Sport

Location
Melbourne, Australia

Industry
Manufacturing, Sporting Goods

System
Sage X3

“The processing and paperwork for big orders was taking up to 90, 100, 120 minutes. Working with Sage X3, it takes five, six minutes or even less.”

Damian Burke, Kookaburra Sport

Sage puts a new spin on global integration

Background

Kookaburra Sport is the world’s number one manufacturer of cricket balls. Established in 1890, it is a 100% Australian family-owned and family operated global business trading in both cricket and hockey internationally. Based in Melbourne, Australia, Kookaburra has 160 employees and produces between 600,000 and 700,000 balls a year, including a series of field hockey balls. Its products are particularly popular in Australia, India and the U.K.

Challenge

Kookaburra’s four locations - Australia, New Zealand, India, and the U.K., all had completely separate platforms which were outdated and overdue for renewal. This siloed way of working caused time-wasting duplication of effort leading to business inefficiency.

“Somebody would do something here in Australia and then somebody would do the same thing in the U.K., then the same thing in New Zealand, and the same thing in India,” says Damian Burke, Global CFO of Kookaburra Sport. “We did not have any scanning technology in the warehouse and didn’t even have any location codes. We had to continuously track paper invoices. There was also confusion as we would have the same SKU with different product codes and this made it impossible to produce sales and production analytics.”

Kookaburra found it problematic to get accurate and timely stock information into the rest of its systems. It needed seamless integration with its ERP systems and multi-country implementations. It wanted not only a warehouse and logistics solution but also a solution for its back-office systems. Because it has a small IT team, Kookaburra was also looking for partners who could really understand what it was trying to achieve, then implement the right solutions incorporating multi-company, multi-country, and multi-currency functionality. It needed a solution that could reside in the cloud and provide stable 24/7 accessibility to all its locations.

Solution

Burke describes the requirements they looked for: “There were a number of things that were really important to us, and one of the main ones was to have a solution that could handle multi-currencies in multi-countries. We can now do that, and we have also achieved the second aim of putting data in the cloud to have it accessible to our international locations, 24/7.” Kookaburra contacted Sage business partner CitySoft Consulting which analysed how it could transition the company from its old DOS systems onto a modern platform that would make a major contribution to profitability and efficiency. “We looked at the Kookaburra requirements and matched them against products from Sage with all the functionality that a multinational company requires,” says CitySoft Consulting Marketing Director, Ian Hill. The chosen platform was Sage Business Cloud, a software suite that includes integrated functionality for financial management, sales, customer service, distribution, inventory, manufacturing, and business intelligence.

Results

For Kookaburra, Sage X3 continues to prove itself a worthwhile investment. “One of the things that Sage has enabled us to do is to eliminate our fragmented systems and bring everything back to a single source of truth,” says Burke. One area where Sage and Datalinx have exceeded Kookaburra’s expectations is in the productivity of the U.K. warehouse. Burke explains: “Looking at some of our bigger orders, just the processing and paperwork in the background was taking up to 90, 100, 120 minutes to get everything through. Now that cycle, working with the Sage X3 system, it takes them five, six minutes - even quicker than that.” If someone is preparing a quote, the necessary information is there almost instantly, whereas previously it could take up to three or four weeks. “We were amazed at the extent of the improvement in just that one area,” says Burke.





Company
Astone Hong Kong Limited

Location
Hong Kong

Industry
Manufacturing - lifestyle products

System
Sage 300, Sage 300cloud

“One thing we really appreciate about Sage 300cloud is that it supports a large volume of data, a factor that we anticipate for the near future, and it comes at a reasonable price too.”

Terrence Wong, Director of Product Development & Operations,
Astone Hong Kong

Sage 300cloud helps Astone Hong Kong gain real-time business

Background

Established in 1999, Astone Hong Kong Limited is a manufacturer of lifestyle products, including digital entertainment products, home appliances, electronic toys, and much more.

Challenge

Astone was experiencing rapid growth but was being held back by legacy solutions and processes. The company used spreadsheets for record keeping. Financial reports often took two weeks to prepare and were prone to human error. Astone's management also had difficulty analysing cash flow as data was not real-time, therefore hindering the decision-making processes. As the business continued to expand, it became clear Astone needed a modern business management system with comprehensive reporting tools, that could provide real-time visibility of business performance.

Solution

Prior to implementation, Sage 300cloud partner Data World Solution's first step was to familiarise employees with the changes likely to take place post-implementation. Data World Solutions provided on-site training and consultation to help Astone's employees understand the solution and the forthcoming changes in workflow processes. The implementation took four weeks, during which Data World Solution's consultants guided users through the solution. Consultants also provided post-implementation training.

“There was a clear synergy between what we wanted to achieve in terms of processes and what Sage 300cloud can offer. We were confident that both Sage 300cloud and the professional services provided by Data World would facilitate us in attaining our aims,” says Terrence.

Results

Sage 300cloud has eliminated inefficiencies, improved internal processes, and helped Astone make faster, better business decisions. “We are indeed very satisfied with Sage 300cloud, especially the interrelationship between each module and its flexibility. It is much better than we expected,” says Terrence.





Company
Sonnax Industries, Inc.

Location
Bellows Falls, VT, USA

Industry
**Manufacturer and distributor of components
to the automatic transmission aftermarket**

System
Sage X3

**“The Sage X3 system
offered superior
technology that met our
business objectives, but
more importantly, Sage
would partner with us.”**

Jeff Loewer, IT Manager, Sonnax

Sonnax Industries modernises and enhances customer service with Sage X3

Background

Vermont-based Sonnax Industries, Inc., designs, produces, and supplies components to the automatic transmission aftermarket.

Utilising a collaborative professional network of design engineers and technical experts to analyse mechanical problems and respond to them with innovative replacement parts, Sonnax has built its reputation on quality and customer service. Its 800 customers nationwide depend on fast delivery of parts to get their customers’ cars out of the shop and back on the road as quickly as possible.

Challenge

Sonnax’s previous Enterprise Software was nearly ten years old and straining to keep up with the company’s steady growth. Requiring fast turnaround of more than 40,000 shipments a year, Sonnax realised that an improved solution needed to be found in order to handle the increasing demand that it saw coming and to maintain customer satisfaction.

Sonnax required an enterprise solution that offered tightly integrated applications enabling quick turnaround for customer inquiries and ensure orders were ready to ship within six hours of being received. Also critical was scalability and configurability to support Sonnax’s rapid growth, as well as advanced functionality to enhance the outstanding customer service on which the company’s reputation is based.

Solution

With the help of independent specialist consultants, Sonnax identified and compared a number of ERP solutions to support business planning and provide objective data to assist commercial operations.

“After comparing Sage with other ERP vendor in the market, the Sage X3 system offered superior technology that met our business objectives, but more importantly, Sage would partner with us,” says Jeff Loewer, information technology manager at Sonnax. “It was imperative that we work with a software provider who was not only committed to implementing the software, but interested in having a long-term relationship with us, as our business grows.”

“Sage X3’s modules are well integrated and work together seamlessly. Sage offers a package that will see us through the long term. The product gives us the ability to easily personalise transaction data screens,” says Loewer. “In other systems we looked at, adding fields and tables was problematic, but Sage X3 has provided a way to simplify personalisation, both for users and for managing customer relationships.”

Results

“With Sage X3, Sonnax’s business processes are now streamlined and automated, enabling staff to process orders in real time, check product availability, determine delivery times and customer credit status while speaking with the customers on the phone.

Sonnax maintained its high level of customer services throughout the implementation. “From the very start, it was paramount that our business was able to process orders without any interruptions,” says Melissa Matthews, Vice President of distribution at Sonnax. “We are able to ship products daily, without missing a beat, and the Sage support team was critical in keeping our operations running smoothly as we went live with the new solution.”





Company
Burbidge

Location
Coventry, United Kingdom

Industry
Manufacturers of premium quality kitchens

System
Sage X3

“We use the sales order processing module extensively for the distribution side of the business and that ties in seamlessly with the manufacturing module.”

Graham Heaven, Burbidge

How does a kitchen manufacturer stand the heat of competition?

Background

Based in Coventry, Burbidge is a fifth generation manufacturing business employing around 75 people. Over the years, Burbidge has made everything from cricket stumps to automotive parts but today the company specialises in manufacturing and distributing premium quality kitchens to the independent retail sector across the UK.

Challenge

Sage software has been a part of the organisation's success for many years. Burbidge believes this is due to strong business relationships as much as industry-leading technology.

“We’ve had what is now known as Sage X3 since the early 1990s and we’ve seen it evolve and pass through various hands until it has become a flagship solution. The quality of people at Sage very much mirrors what we look for amongst our own people so we’ve built very strong working relationships – particularly on the technical side.”

The strength of those relationships has meant that Burbidge deal directly with Sage rather than through partners:

“It feels like quite a privilege to be working with the people at Sage. We find they respond very quickly to any questions we raise. Particularly when we are going through any periods of change with new products. On projects like these, small hitches can hold things up very quickly—so getting that prompt technical response is very important.”

Solution

As Financial Director Graham Heaven explains, this long-standing relationship means that Burbidge's Enterprise Management deployment has become rich and diverse, supporting many parts of the business:

“We use many modules within the Sage X3 platform. We're a manufacturing business so the manufacturing modules, stock control and costing are key. But we're also a distribution business. We have a warehouse and we distribute to our customers. So, we have a fairly complex challenge, having to manufacture and dispatch to order, and also supply and distribute both from stock and made-to-order products.”

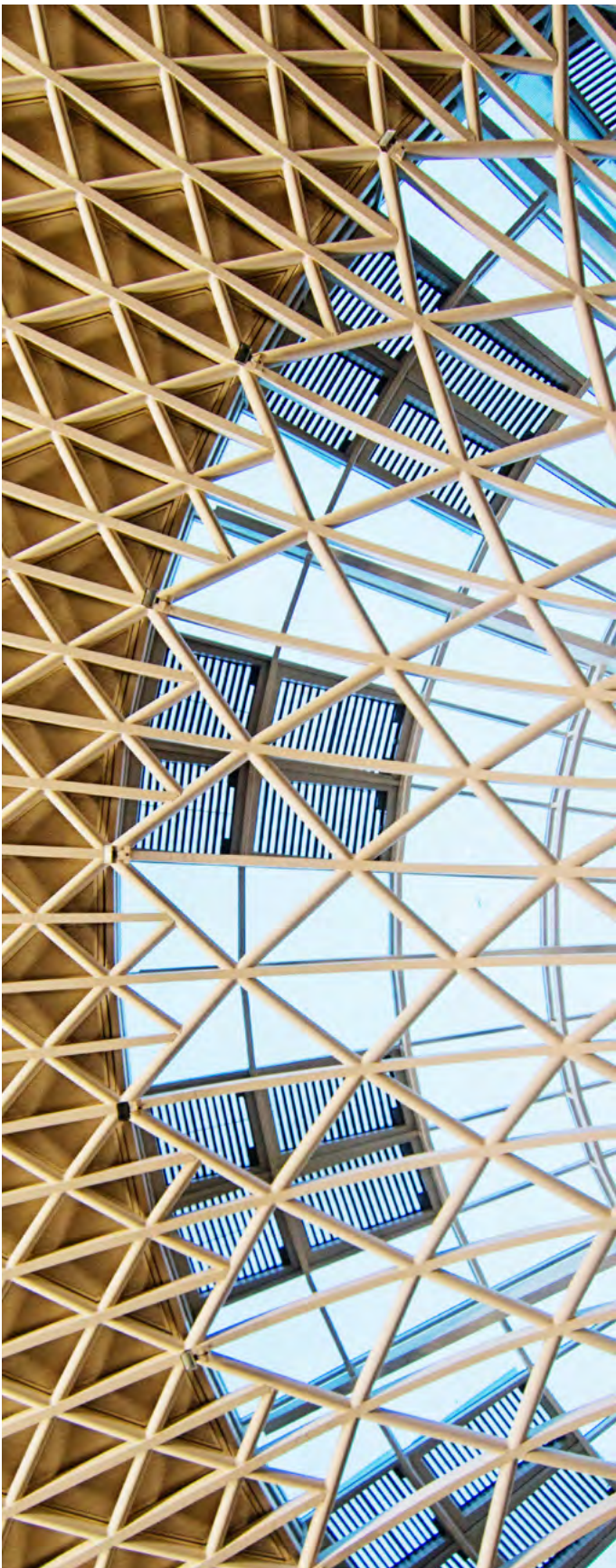
Coordinating both sides of the business is critical because the product that Burbidge supplies is a unique manufacturing proposition. “Burbidge is a complex business and the Sage solution we have is well suited to ensuring that we're able to achieve a very efficient operation. I think that's one of the great qualities of the software. It can be moulded to fit your business rather than your business having to be moulded to fit it.”

Results

“The major advantage we get from Sage X3 is the fact that we can develop our business with new ideas and we can get the software to adapt to those ideas. We can operate our core operation in the way we choose and try different things as well that may need to be operated in a slightly different way.”

Graham goes on to explain how this has become a key competitive edge and helped shape the direction of the company: “It's a real strength of the solution. Our business came originally from a stocked solution. We then expanded on that to include colour choices so we could create bespoke designs, matching any colour that the customer requires. Obviously, operating in a manufacturing environment where you are spraying specifically to many differing customer requirements, particularly on a small number of units, is quite complex when you are set up to manufacture in bulk and supply a stock situation. But Sage X3 has proved adaptable enough to meet that challenge whilst still allowing us to manufacture stock items too. We've been able to do what we want as a business and the software has fully supported us.”





Company
Gummi Metall Technik

Location
Malaysia

Industry
Manufacturers of industrial products

System
Sage X3

“The team from Dynamic X Consulting have been excellent. They have been very patient and supportive in helping our staff become familiar with the new software.”

Sivanjothi K., Business Unit Manager,
Gummi Metall Technik

Enhancing efficiency with a complete enterprise solution

Background

Gummi Metall Technik is one of the world’s leading manufacturers of anti-vibration technology, producing rubber to metal bonded parts for customers in a variety of industries. The company has operated in Malaysia since 1980, with a local team of 186 employees.

Challenge

Gummi Metall Technik was looking for an end-to-end business management solution that could support the company’s rapid growth.

The company was using several disparate systems across its departments. The lack of integration between these systems meant sharing and accessing information across departments required a significant amount of manual work, says Gummi Metall Technik’s Business Unit Manager, Sivanjothi K.

“We were previously using separate systems for production, accounting, purchasing and other functions. These systems weren’t linked, which meant we had to perform a lot of manual tasks.”

“Our systems couldn’t keep up with the growth of the company. Since 2010 our sales more than doubled and our production capacity increased significantly. It was very difficult to control these individual systems.”

Solution

To overcome these challenges, Gummi Metall Technik chose the full suite of Sage X3, allowing them to more efficiently manage financials, sales, purchasing, inventory, production, and warehouse management.

The implementation was conducted by Sage partner Dynamic X Consulting, who Sivanjothi praises for their dedicated support.

“The team from Dynamic X Consulting have been excellent. They have been very patient and supportive in helping our staff become familiar with the new software.”

Results

Sage X3 has allowed Gummi Metall Technik to integrate its systems, helping the company save time and work more efficiently, says Sivanjothi.

“I think the key benefit is integrating all our processes into one system. We now have an integrated system, from marketing to delivery. All our departments work together more efficiently and are no longer separate. This has been very helpful for us.”

“Sage X3 has helped us save a lot of time across our departments, including our purchasing and stores departments. The solution is completely integrated, so you don’t have to do everything manually.”

“It also helps us eliminate paper work. For instance, our marketing department no longer needs to print out sales orders, as the information is easily accessible and shared in Sage X3.”

Sivanjothi also believes the solution will help improve customer satisfaction by providing more accurate delivery dates.

“I expect Sage X3 will help us manage and plan our deliveries better, to supply more accurate delivery dates to our customers. It will also help us more accurately calculate costs, as we currently calculate them manually.”

And does Sivanjothi consider Sage X3 easy to use?

“Yes, it’s very easy to use. My colleagues have also said that they find it much simpler to use than our previous systems.”



A man and a woman are standing in a warehouse, looking at shelves filled with cardboard boxes. The man is pointing at a box on a higher shelf, and the woman is looking up at it. They are both wearing white long-sleeved shirts. The woman is also wearing a blue puffer vest. The shelves are made of blue metal and have many small cardboard boxes on them, some of which are labeled with numbers. The background is a dark blue wall.

Sage accelerates your
entire supply chain
through integrated
management.

Distribution

To set up for success, distributors must embrace technology. But embracing the wrong technology can be costly and inefficient. Multiple platforms create data silos and lack the visibility to run your wholesale distribution business.

Managing a distribution business is already an intricate and often complicated process. Your technology should not add another layer of complexity. With competitive pressure and the need to maximise resources, you need a business management solution that simplifies your operation.

Designed to keep up with your day-to-day challenges, Sage accelerates your entire supply chain through the integrated management of purchasing, manufacturing, inventory, sales, customer service, and financial management processes to create a streamlined, highspeed system that helps drive continuous innovation.

In this section

Cairnhill Metrology

Sage EasyPay, Sage 300 and Sage CRM

Pumpaction

Sage X3

Hoya Vision Care of the Americas

Sage X3

Jupiter Marketing Ltd

Sage X3

Sherwood International

Sage X3





Company
Cairnhill Metrology

Location
Singapore

Industry
Distribution of industrial metrology solutions

System
Sage EasyPay
Sage 300
Sage CRM

“We need a software solution that is accurate and reliable throughout our entire organization, in every country.”

Robin Lim Seng Hoo, Operations and Admin Manager, Cairnhill Metrology Pte Ltd

Integrated suite of Sage solutions help Cairnhill Metrology strengthen its growth strategy

Background

Established in 1983, Cairnhill Metrology Pte Ltd provides industrial solutions to support manufacturers in the electronics, automotive, aerospace, oil and gas, optics, food and pharmaceutical industries. The company has over 140 employees in locations across Singapore, Malaysia, Indonesia, Philippines and Thailand.

Cairnhill's vision is to become the trusted industrial metrology solutions provider of choice in the region. Its mission is 'to support customers' quests for production efficiencies, yields and quality by providing metrology solutions appropriate to requirements, supported with competent pre- and post-sales services throughout the solutions' life'.

Challenge

Cairnhill Metrology was using various solutions for accounting, operations and CRM which it had implemented over the years. Realising the need to improve efficiency in its processes it was critical for Cairnhill to synchronise and integrate data from different platforms and eliminate duplication and errors. To make data sharing easier, Cairnhill Metrology also intended to go paperless and digital.

“Our challenges are no different from those of other businesses,” says Seng Hoo. “We need to focus on productivity to provide effective delivery of solutions and services to our customers. We recognise that any industry can be ‘disrupted’ so cannot afford to be complacent.”

Solution

After considering several software vendors, Cairnhill Metrology chose Sage based on its globally-respected brand and reputation for delivering easy-to-use, integrated solutions.

“Sage CRM and Sage ERP being on MS SQL, enabled us to synchronize our business database to allow all operations to serve our customers better” says Seng Hoo.

Cairnhill Metrology now uses a suite of integrated Sage solutions, Sage 300 and Sage CRM, across its marketing, sales and finance departments and Sage EasyPay, for its HR department.

Sage 300 enables Cairnhill to manage multiple companies and currencies, reduce international business complexity and simplify inventory management. Sage CRM allows Cairnhill to manage customer relationships, simplify sales process and make the most of every sales opportunity.

Results

Partnering with Sage has meant that Cairnhill Metrology now operates a unified, integrated system for accounting and CRM with process simplification across its marketing, sales, service and finance operations. Using a global software provider like Sage also meant that Cairnhill Metrology is able to leverage the solution in all its countries of operations to achieve economies of scale and efficiencies.

“Like any regional business, our challenge is to operate as efficiently as possible while remaining focused on serving our customers and improving their experience with us at every interaction,” says Seng Hoo. “The benefits of working with Sage reflect our mid-term strategy: to grow consistently; improve how we gather and share knowledge across the business, aid succession planning; and build efficient processes. Sage supports us in all these goals.”





Company
Pumpaction

Location
Montreal, Quebec

Industry
Distribution and Service

System
Sage X3

“Now we are able to continually monitor and measure our company’s performance, which naturally optimizes our operations.”

Benoit Brasseur, Director of Operations,
Pumpaction

Sage X3 keeps success flowing for Pumpaction

Background

With more than 30 years of experience and a commitment to exceptional products and service, Pumpaction has established itself as a leader in the pumping and liquids handling fields. Founded in Montreal in 1979, the company has expanded to serve all of North America from its five offices across Canada and the United States. Pumpaction’s products and engineering are relied on by companies in the construction, mining, municipal, and industrial sectors

Challenge

Pumpaction struggled to find business software that could support its complex business model, including distribution, service and repair, and rental divisions. They sought to replace their older, proprietary accounting software with an internationally capable, robust, and flexible solution.

Solution

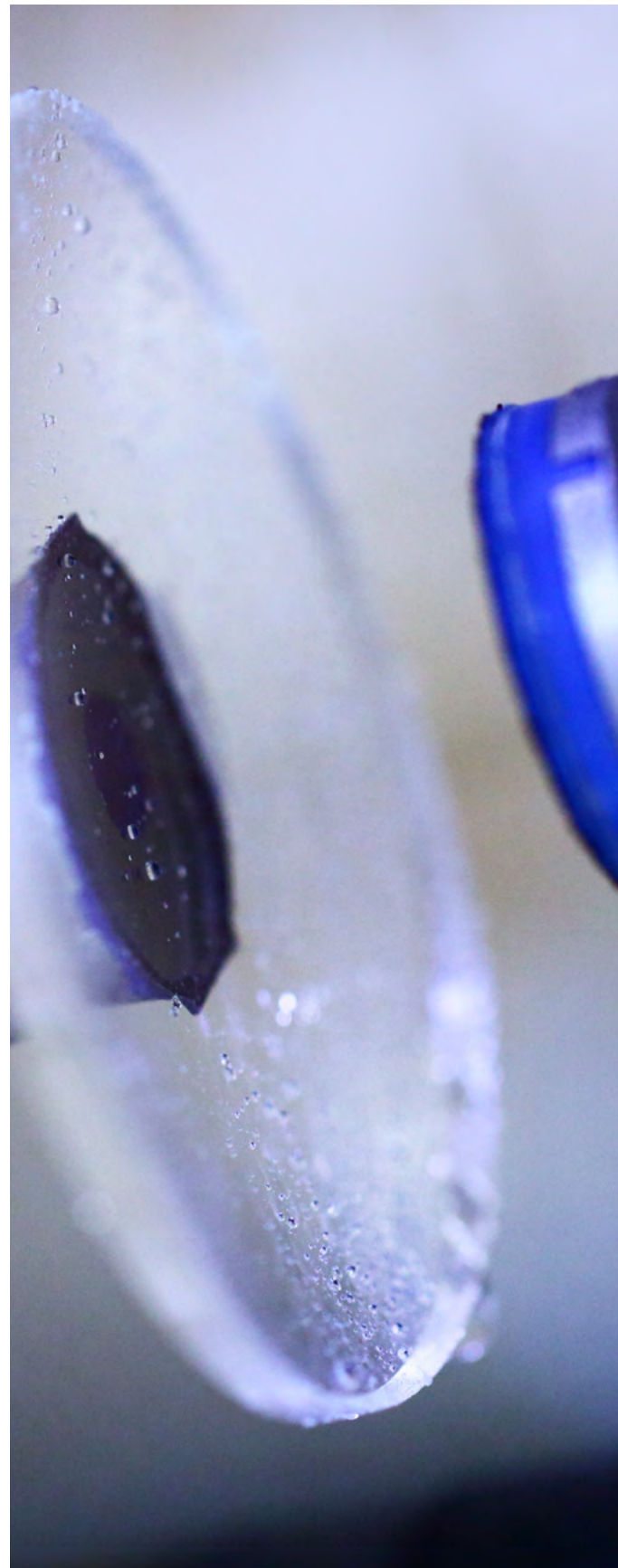
“We are unique in that we needed software capable of supporting not only our distribution operations, but also our service and repair and rental divisions,” explains Benoit Brasseur, Director of Operations for Pumpaction. “No off-the-shelf software in the world was capable of doing what we needed, so we sought a solution that could be configured and adapted to our unique business needs. Sage X3 meets that objective, and we were fortunate enough to work with a highly talented Sage business partner who was able to tailor the software precisely to our needs.”

Integrating its sales, purchasing, rental, service, and support operations has transformed Pumpaction’s operations. “In practice, the different facets of our business are very much interrelated. We may move a pump from inventory into our rental fleet, sell a pump formally in the fleet, or perform repair on another pump in order to make it ready for rental,” explains Brasseur. “Prior to Sage X3, our software simply didn’t support our integrated operation. There were multiple systems, multiple touchpoints and duplicate data entry. Now we have been able to streamline and optimise our processes using software that works the way we work.”

Results

With Sage X3, Pumpaction is streamlining its business processes and gaining visibility across the entire enterprise. Data is readily accessible and easily and securely shared among different departments and locations. “Now we are able to continually monitor and measure our company’s performance, which naturally optimises our operations,” concludes Brasseur.





Company
Hoya Vision Care of the Americas

Location
Lewisville, TX, USA

Industry
Manufacturer and distributor of ophthalmic lenses

System
Sage X3

“We are very happy with Sage X3. With few configurations, we feel like we’ve hit a home run.”

Kraig Black, Vice President, IT,
Hoya Vision Care

Hoya Vision Care sees business clearly with Sage X3

Background

Hoya Vision Care of the Americas is a Lewisville, TX-based manufacturer and distributor of high-quality eye-care products and services. The company supplies a complete range of lens designs, coatings, and materials to eye care professionals located within the United States, Canada, and South American countries. With extensive experience, knowledge, and state-of-the-art technology, Hoya developed its own lens materials, lens designs, and coating techniques.

Challenge

Constrained by a system that limited its team to creating only 100 invoices per day, Hoya required that the new system have the ability to handle an unlimited number of transactions, customers, and pricing options. The team wanted a more user-friendly system that could automate processes that were controlled by Excel spreadsheets. Additionally, they were seeking a warehousing application that would enable them to increase their capacity and speed, provide better physical procedure control, and be tweaked to fit their specific business needs.

Solution

After comparing ERP products through an online selection service, the Hoya evaluation committee chose three vendors to interview by phone and invited only one of them to perform a product demonstration - Sage.

The Sage X3 team conducted a comprehensive demo that showed Hoya how Sage X3 integrates in-depth functionalities to cover the entire distribution process and how easily the software could be configured to meet its specific business practices. Convinced of the system's ability to meet their needs, especially in the areas of warehousing capabilities and business information, the Hoya team selected Sage X3.

“We particularly valued the system's wealth of features at a cost-effective price,” says Kraig Black, Hoya vice president of information technology.

Results

Sage X3 has proven to be the customer-friendly and employee-friendly system that Hoya was seeking. Since the installation, Hoya has doubled its customer base and increased its inventory by 500,000 pieces. Prior to the implementation, Hoya's average piece variance was between 12,000 and 18,000 of a 1.5 million-piece inventory. Currently, with the ability to automatically decrement inventory, this rate is 600 of 2 million.

“We're very happy with Sage X3,” concluded Black. “With few configurations, we feel like we've hit a home run.” In fact, the implementation has gone so well that Sage X3 has been deployed at Hoya's UK division.





Company
Jupiter Marketing Ltd

Location
United Kingdom

Industry
Distribution – Food & Beverage

System
Sage X3

“In our line of business anything can happen. We have to be flexible, and so the system has to be flexible too.”

Ian Grubb, Financial Controller,
Jupiter Marketing Ltd

Jupiter Marketing boosts productivity and revenue with Sage X3

Background

Jupiter Marketing Ltd supplies fresh produce, sourced directly from growers throughout the world, to businesses across the UK and around the globe. It offers both growers and customers a secure, efficient supply chain, and it's a highly successful business model - with current year revenues expected to top £50 million.

Challenge

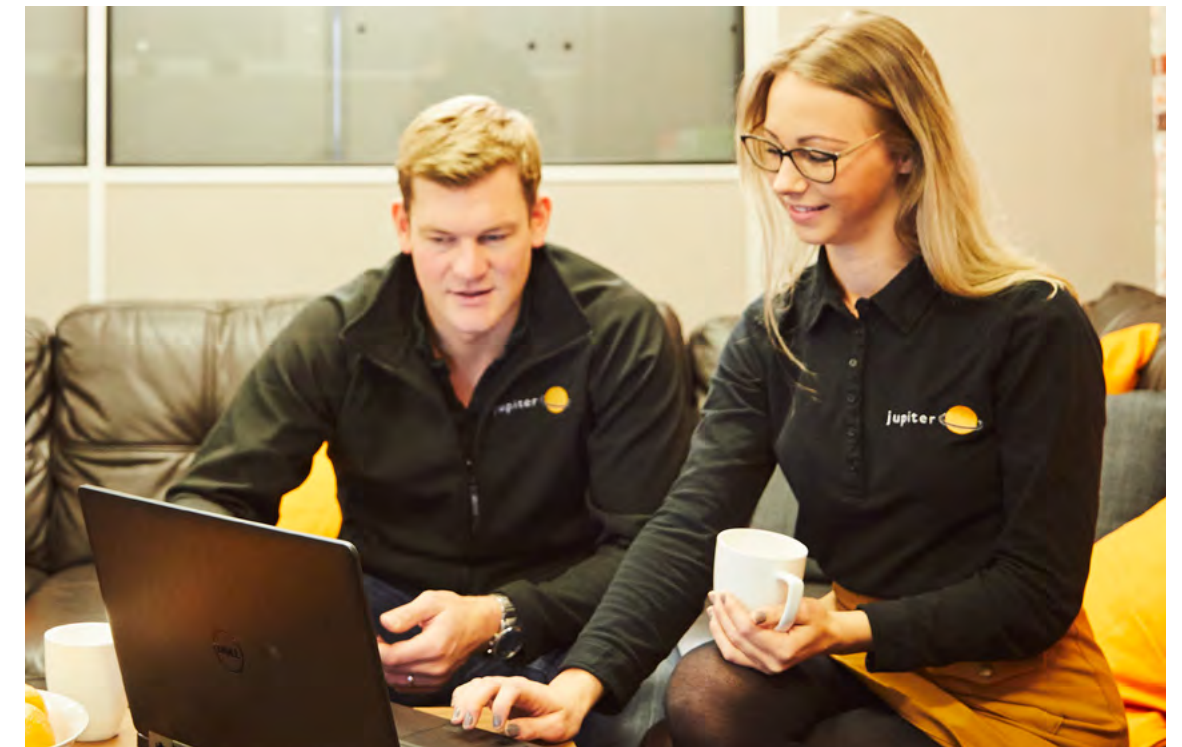
Jupiter Marketing is experiencing rapid growth, in excess of 20 percent year over year. The company's existing financial application could not deliver the sophisticated profit analysis needed to support the growth. Global expansion plans would require the company to support multiple legislative frameworks. Sales staff had no ability to enter and monitor customer orders while outside the office.

Solution

Sage X3 met the company's requirements, proving to be agile, adaptable, and capable of supporting the company's current and future requirements.

Results

Quick access to actionable business data helps the company react and compete in a volatile marketplace. A secure web portal enables growers to access information for themselves and allows the sales team to enter and track orders from wherever they are working, boosting both service and efficiency. Support for multiple languages and legislative frameworks accommodates Jupiter Marketing's growing international trade.





Company
Sherwood International (Super Group)

Location
South Africa

Industry
Logistics

System
Sage X3

“We have also been able to streamline finances and improve operational controls.”

Eslie Badenhorst, Operations Manager,
Sherwood International

Sherwood positions for growth with Sage X3

Background

Sherwood International is a specialist in supply chain administration and business process outsourcing. The company was established in 1976 and has a presence throughout South Africa and the African continent. Sherwood’s service offering spans sourcing, procurement, logistics, export documentation arrangements and warehousing.

Challenge

Sherwood International, part of JSE listed Super Group, decided to replace its legacy platform with a modern, modular system that offers more business agility. They required a solution that was flexible, configurable and easy to use.

Solution

Sherwood International implemented the Sage X3 solution business management solution to boost efficiencies in its operations and gain better visibility into its business. SynergERP supported Sherwood with consulting, implementation and training services for the rollout of the new system.

Sage X3 solution provides Sherwood with an integrated, real-time business system that improves financial controls and provides insights into sales, shipping turnaround times, stock on order and in the warehouse, and financial transactions. Eslie Badenhorst, Operations Manager at Sherwood, says that one of the immediate benefits of Sage X3 solution is that it allows the company to capture and analyse product information in real-time. As a result, it has better insight into pricing and contracts, which in turn help it to offer faster turnaround times for clients and to be more informed in its negotiations with suppliers.


The Sage X3 solution empowers Sherwood to have better visibility into its stock holdings and to

communicate more efficiently with its customers. “We have also been able to streamline finances and improve operational controls,” Eslie Badenhorst says. “Sage X3 promotes better segregation of duties, reducing the chance of errors and fraud. Bank reconciliation is a smoother and simpler process to follow.”

Results

The project finished in time and on budget. Ashley Regenass, Chief Executive Officer of SynergERP says this is because Sherwood deployed an elite team of business users to oversee the project, worked closely with SynergERP to define the scope, and managed expectations tightly throughout the implementation of the system. “In a time of seismic technological change and digital invention, we enable our customers to focus on their business and help them to leapfrog to the future,” says Keith Fenner, Vice President Sage X3 International. “Sage X3 enables companies like Sherwood to gain better operational control and make decisions based on current and relevant information. It provides them with a platform for growth as they target new opportunities in the market.”



A photograph of students in a classroom setting. In the foreground, a young man in a blue and white plaid shirt is smiling and looking at a laptop. To his left, a young woman in a blue shirt is looking at a tablet. In the background, other students are visible, some looking at their devices. The classroom has large windows with greenery outside.

The key is to
balance financial and
performance based
outcome measures.

Education and Non-Profit

Amid increasing demand for transparency and accountability, today's non-profits are seeking ways to both produce and demonstrate successful outcomes. Expectations and heightened scrutiny come from several sources including more-engaged funders looking for financial management techniques and principles employed by for-profit businesses.

The key is to balance financial and performance based outcome measures. Whether your business has one or several locations in the same city or across international borders, Sage helps you manage

finances, operations and inventory in multiple languages and currencies. With real-time, mobile access and visibility across your entire company to ensure you meet your stated mission and goals.

In this section

Temasek Polytechnic

Sage 300 and Sage 300cloud

RSPCA

Sage X3





Company
Royal Society for the Prevention of Cruelty to Animals (RSPCA)

Location
UK

Industry
Non-profit

System
Sage X3

“Thanks to the cloud, RSPCA’s commercial teams can take Sage X3 anywhere – on any device.”

Helen Tracey, Chief Financial Officer, RSPCA

Sage and CPiO give RSPCA paws for thought

Background

RSPCA, the UK’s largest animal welfare charity, was founded nearly 200 years ago, in 1824. Its ultimate aim remains the same – to promote kindness towards animals – however the founders would barely recognise today’s organisation. The RSPCA is now one of the UK’s largest charities, with an income of £140M and over 1,600 employees. It has a large network of regional offices, 30 animal homes, hospital and clinics, and a team of uniformed inspectors on the streets. The organisation investigates over 150,000 complaints of cruelty and neglect every year.”

Challenge

But the financial and administrative overheads have grown along with the organisation. As Helen Tracey, Chief Financial Officer for RSPCA explained, “Many of our processes, particularly in finance, had become outdated. Like many older charities, processes had evolved by default, not design, and there was a gap between what we were doing and current best practices. We also knew we needed to have greater clarity and leverage over our information. By shifting the finance team away from transactional processing to a review and analysis-type role, we knew we could really add value to the business.”

Solution

“We needed a solution that would enable us to take control of the business and maximise our donations, so that they are focused on animal welfare and not to administration costs,” Helen said. “We also wanted a solution that had longevity. We’re very aware, sadly, that the need for our services is not going away any time soon.”

It was clear that Sage X3 met all of RSPCA’s overarching objectives. “We wanted a plug-and-play solution, not bespoke – we wanted to configure, not customise – and it had to support best practices. We also wanted a cloud-based solution. As well as fitting in with our organisation’s ‘digital first’ approach, a cloud solution meant we don’t have to heavily invest in IT infrastructure,” Helen said. “Instead, we have put that money towards helping animals,” she added.

Another critical element was the role that Sage partner, CPiO would play. “We started working with CPiO some years ago and as a result they really understood our organisational goals and our aims for the end system,” Helen said. CPiO worked, and continue to work, very positively with RSPCA, and were excellent at challenging some of its established processes – questioning the methods, so that they could get the most out of a modern enterprise management solution.

Results

There’s universal love for the new system across the business. With Sage X3 available on any device, people can now take business data to where it’s most needed. “Our commercial colleagues do a lot of work supporting teams in the regions. Previously they were more desk based and took wads of paper with them when they did go to site. Now they can go any time and take Sage with them – on their laptop, Chromebook or mobile phone,” Helen said. The quicker and easier data analysis in enterprise management also helps the commercial team to generate better forward-looking planning.





Company
Temasek Polytechnic

Location
Singapore

Industry
Education

System
Sage 300
Sage 300cloud

“Sage 300/300cloud is so straightforward that our students can use it by themselves.”

Joanna Tan, Senior Lecturer,
Temasek Polytechnic

Intuitive ERP makes learning easy for students at Temasek Polytechnic

Background

Established in 1990, Temasek Polytechnic is one of Singapore’s leading institutes of higher learning. As part of its diploma in Accounting & Finance, Temasek Polytechnic trains its students to use Sage 300/300cloud business management solution.

Temasek Polytechnic endeavours to equip the new generation with technical competencies they need, allowing them to apply these practical skills directly in their future workplaces. Sage 300/300cloud is user-friendly and has a simple user interface, enabling students to navigate around the intuitive ERP system with ease.

Challenge

Temasek Polytechnic endeavours to give its students the technical skills to work in the accounting field, and much more. “We teach our students how Sage 300 is set up, how to key in entries, how reports are done, and by doing this they get a flavour of what it’s like to work in an accounting environment. It’s not just about teaching students the technical skills, it’s also life skills we want to equip them with,” says Joanna Tan, Senior Lecturer, Temasek Polytechnic. “We know we’re not only raising a generation of able workers, but also ethical workers. And it’s people with integrity that will make a very big difference in the future.”

Solution

Joanna says one of the main reasons Temasek Polytechnic uses Sage 300 to educate its students is because Sage 300 is easy to use. “Most of our students come in fresh from secondary school, so using software like Sage 300 is brand new for them. Sage 300 provides an easy learning interface because it’s user friendly and a simple way of doing things,” says Joanna. “Sage 300 is so straightforward that our students can use it by themselves. We provide a manual for them to follow so they can, for instance, generate journal entries, an income statement or a balance sheet,” she says. “If we used one of the other software solutions there would be so many different things we’d have to teach them before they even got started. But with Sage 300, they just dive right in,” says Joanna.

Results

“Many students come back after they’ve done their internships and tell us ‘we’re thankful you made us work with Sage 300, because now we know exactly what we need to do at work.’ We’re really thankful we have support from Sage and that there’s a system that’s simple to use and meets our needs for teaching,” says Joanna. And of the technical support provided by Sage partner StoneForest IT, Joanna says: “Anytime we’re stuck with something we contact them. They’ve been wonderful partners in this whole learning journey because they’ve always supported us regardless of whatever questions we might have,” says Joanna.

“Sage 300 provides an easy learning interface because it’s user friendly and a simple way of doing things.” Joanna Tan, Senior Lecturer, Temasek Polytechnic.



Sage provides strong process manufacturing capabilities.



Process Manufacturing

Process manufacturers need to use all of their energy just to stay competitive, as ageing infrastructure, reduced lead times, customer demands and increasing costs continue to create daily challenges. The introduction of new environmental and safety standards over recent years also requires additional management and controls, increased pressure to improve customer satisfaction and ensuring consistency and compliance.

Sage provides strong process manufacturing capabilities. From product costing through stock status and purchasing, Sage enables improved accuracy and efficiency, decision-support and

reporting tools, electronic document management and workflow mechanisms, allowing employees to work together in real time.

In this section

Baiada Poultry Pty Limited

Sage X3

Rudy's Tortillas

Sage X3

Guru Labels

Sage X3





Company
Baiada Poultry Pty Limited

Location
Australia

Industry
Fresh Food Manufacturing

System
Sage X3

“From an application perspective the most important thing for us is the flexibility Sage X3 offers.”

Craig Ford, National IT Manager, Baiada

Baiada deploys Sage X3 to do business better

Background

Baiada is a privately owned Australian company which provides premium quality poultry products throughout Australia. With extensive farming and operation sites across Australia, Baiada is one of the largest poultry operators in this market with business operations that include broiler & breeder farms, hatcheries, processing plants, cooking plants, feedmilling and protein recovery.

Challenge

“Our business is one of constant change and we need systems that enable us to implement changes to our business very quickly. A key criteria for us was to avoid a situation where a change in our business or marketplace would require us to go through a three to six month process to make changes within our system. Our business can and will experience significant changes from one week to another and we have to be able to react very quickly and respond with agility. We can’t risk being caught out by support systems that don’t move at our pace,” said Craig Ford, National IT Manager, Baiada.

Solution

As well as providing improved flexibility and functionality, Sage X3 has been chosen to help bring about real change in the business: “We are looking throughout the business to identify how we can do things differently and better, as we design, develop and implement Sage X3. It’s not just about efficiency, it’s also about looking at where we can offer a better overall product in the marketplace; so making it easier and simpler for customers to interact with us and offering differentiated and innovative services. “This project is as much about finding ways to do things differently and try new things we couldn’t have contemplated before, as it is providing a system with better flexibility and functionality.

An exciting element of the partnership has been the engagement of a global project team made up of specialists from within Sage Australia, Sage teams in Europe, Sage business partners in India, South Africa and locally with Leverage Technologies, and the Baiada team. By constructing a blended, global project structure with expert product and industry partners, all members of the project are committed and responsible for its delivery; creating a shared objective.

Results

“The unified team ethic is one of the things that makes this project standout from others and our partner Leverage Technologies has been integral to this. As a valued business partner of both Baiada and Sage for many years there was a great deal of trust and cooperation between all parties from the outset. It really has been a case of one team, one goal, and something we are very proud of,” added Mike Lorge, Managing Director, Sage Business Solutions.





Company
Rudy's Tortillas

Location
Dallas, Texas, USA

Industry
Food Manufacturing and Wholesale Distribution

System
Sage X3

“Now, we are able to synchronize our purchasing and production functions to ensure that we have adequate stock on hand and also avoid the perishability risk of excess stock.”

Chuck Langenhop, CFO, Rudy's Tortillas

Sage X3 is a perfect wrap for Rudy's Tortillas

Background

Rudy's Tortillas is a 65-year-old, family-owned company that sells primarily to restaurant chains in 35 states. The company has seen accelerated growth over the past decade as demand for its premium quality corn and flour tortillas has increased. To keep up with demand, Rudy's Tortillas has updated its plant with modern machinery, but the time-honored process remains the same.

Challenge

Like many growing companies, Rudy's Tortillas was more focused on building its business than in developing information technology. Production and inventory were managed in spreadsheets while customer service, purchasing, and accounting were managed with basic accounting software. “There was zero integration between the systems, and as a result we were lacking the meaningful data necessary to run a successful business,” recalls Chuck Langenhop, CFO for the company. “We could not easily tell what stock we had on hand or what we needed to produce based on customer demand. There were delays in finalising monthly financial statements and cost analysis was a time-consuming process.”

Solution

Langenhop and CEO Louis Guerra launched a full-scale review of available business management solutions that could handle core accounting and inventory tasks and also could support the company's process manufacturing. Eleven ERP and accounting systems were considered or evaluated. “We found that a robust ERP solution with built-in process manufacturing capabilities is the exception, not the rule,” explains Langenhop.

“Many midmarket ERP systems support the needs of discrete manufacturing but require a third-party add-on for batch management.” Rudy's Tortillas ultimately selected Sage X3. “We like the look and feel, we appreciate the end-to-end integration, and we recognize that it is widely used in the food industry,” explains Langenhop. “Sage X3 represents the best features of all the products. It is a solid ERP and manufacturing system at a competitive price point.”

Results

As a result of strategic purchasing decisions and production insights facilitated by Sage X3, the company has increased the number of inventory turns and has reduced the average days on hand of its products. Sage X3 has online screens as well as reports to provide a detailed analysis of inventory levels and agings. “With these tools, our warehouse and production teams collaborate to adjust work orders,” explains Langenhop. “As a result, we have less waste than before and that boosts our gross margin.”

The collaboration between departments benefits the entire organisation. “Everyone is working from the same integrated data set and is more keenly aware now of what other departments are doing,” Langenhop notes.

Cash flow has also improved. Invoices are sent electronically the moment they are generated, resulting in quicker payment. “We also have better screens and reports that help us identify accounts that are slow to pay or past due,” says Langenhop. “We can tag invoices with a resolution code, such as damaged in shipment. That designation helps ensure we are not spending time trying to collect on a past due amount that is being addressed by another department.”





Company
Guru Labels

Location
AAMEA – Australia

Industry
Manufacturing – Printing Labels

System
Sage X3

“We’re saving a large percent of time on a task that is repeated many, many times a day. We’re probably 60% to 70% more efficient at getting the quote to the customer now.”

Nick Lowe, Sales Director, Guru Labels

Guru Labels finds Sage X3 is a solution worth sticking with

Background

Since 2001, Guru Labels has been delivering quality label and print products backed by fast, customer-centric service. The Guru Labels team encompasses more than five decades of experience in Graphic Design, Printing, Packaging and Promotional Merchandise.

Challenge

Multiple, disparate applications made it difficult to collect and analyze information regarding the company’s manufacturing, inventory, purchasing, finance, CRM, and sales data. The company sought to implement a single, powerful, integrated business management solution that could help lower costs, improve margins, and boost customer satisfaction rates.

Solution

Guru Label reviewed several solutions before selecting Sage X3 for the product’s broad, integrated functionality and its robust web service features.

Results

Quotes are now generated in seconds, down from an average of four to five minutes. Improved workflow processing of the quote through order cycle has reduced errors, sped turnaround time, and boosted customer satisfaction. Integrated web services expand the company’s marketplace. Online orders jumped from just 10 percent to more than 30 percent of orders. Automated order handling leads to faster processing without additional staff resources.



Sage provides
real-time, mobile
access and visibility
across your entire
company to keep
your business
on track.



Professional Services

Professional Services plays a critical role in helping its clients chart their strategic direction, compliance requirements, predict future risks, talent acquisition, and produce and audit their financial results. The ability of its practitioners to adapt to changing demand has been important in driving growth in the Professional Services industry. Professional Services organisations are evolving their services to help clients innovate and embrace change in the digital marketplace.

Sage helps companies operate more efficiently and profitably by automating and streamlining business processes and providing managers and owners with greater control and business oversight. Whether your

business has one or several locations in the same city or across international borders, Sage provides real-time, mobile access and visibility across your entire company to keep your business on track.

In this section

Helmi Talib & Co

Sage 300cloud

Nexus Solutions

Sage 300cloud and Sage CRM

De Novo Training & Consultancy

Sage Business Cloud Accounting

Caprock Home Health Care

Sage 300

gap personnel

Sage X3





Company
Helmi Talib & Co

Location
Singapore

Industry
Professional Services

System
Sage 300cloud

**“We are approximately
70% more productive
with Sage 300cloud.”**

Ana Marie Ronquillo, Senior Manager,
Business Process Outsourcing,
Helmi Talib & Co

Helmi Talib & Co provides faster, better service with Sage 300cloud

Background

Founded in 1992, Helmi Talib & Co is an accounting and business services firm that delivers tax, accounting, auditing, payroll, corporate secretarial, and business advisory services to clients across Asia Pacific. A member of the International Association of Practicing Accountants, the Singapore-based firm services small to medium-sized professional services clients. It is made up of a team of 53 staff, including 44 qualified accounting professionals.

Challenge

To maintain the high level of work it was delivering, Helmi Talib & Co was looking for an enterprise management solution to help it service clients faster, more efficiently, and reliably. One of the firm's key challenges was performing compliance work for clients, says Ana Marie Ronquillo, Senior Manager, Business Process Outsourcing. “Using spreadsheets to service client accounts is more time-consuming and keying in things manually makes it more error-prone. In compliance work, being accurate and time-efficient is critical,” she says.”

Solution

A key requirement for Helmi Talib & Co was a solution that offered web-based capability. This was essential to ensure its clients could access their financials online. Sage 300cloud offered Helmi Talib & Co the functionality it needed, with the solution providing users anywhere, anytime access from any web-connected device. “It helps smooth communication with our clients, because they are able to gain easy access to these documents. The decisions that they make are also more dynamic, because any updates to their spreadsheets are shown,” says Ana Marie.

Results

Ana Marie says Sage 300cloud makes it easy to keep its clients compliant with regulatory requirements and helps the firm efficiently complete client work. “It has helped increase the productivity of our employees. And because all our accounts are interlinked and accurately updated, it helps us submit financial reports to our clients in a more timely fashion, according to all financial and statutory requirements,” she says.

“Sage 300cloud has helped increase the productivity of our employees. And because all our accounts are interlinked and accurately updated, it helps us submit financial reports to our clients in a more timely fashion.” Ana Marie Ronquillo, Senior Manager, Business Process Outsourcing at Helmi Talib & Co.





Company
Nexus Solutions

Location
Hong Kong

Industry
Information Technology

System
Sage 300cloud
Sage CRM

“Now, Sage 300cloud and Sage CRM has become indispensable at Nexus Solutions.”

Astley Yip, Sales Manager,
Nexus Solutions

Nexus Solutions centralises customer data and improves efficiency with Sage 300cloud and Sage CRM

Background

Established in 2001, Nexus Solutions Limited is one of the leading network solutions providers in Hong Kong. The company delivers total solutions with integrated network communication, infrastructure, and internet security technologies to customers in Hong Kong, China, Taiwan, and other Asian countries.

Challenge

Nexus Solutions needed a better way to monitor and manage relationships with their customers and partners. Without a CRM system, there was a lack of understanding of customer information and co-ordination between departments and data was managed in a disorganised fashion.

The sales cycle was difficult to measure as each salesperson handled leads differently and the lack of coordination between marketing and sales resulted in ambiguous messages being conveyed to customers and partners. The company aimed to consolidate its disparate data, achieve better coordination between its marketing and sales departments, and establish a platform for rapid customer acquisition and retention.

“With the implementation of a CRM system, we are hoping to enhance the departments’ transparency and better monitor our relationship with customers and partners,” says Astley Yip, Sales Manager at Nexus Solutions.

Solution

With the help of Sage implementation partner Data World Solutions, Nexus Solutions evaluated several CRM systems. “When looking for a compatible CRM solution, we needed one that was reasonably priced, flexible, offered local support together with tailor-made customisation and comprehensive reporting tools,” says Astley.

Nexus Solutions realised Sage could deliver these benefits, so the company chose an integrated solution of Sage 300cloud with Sage CRM. The company was particularly attracted to the web-based functionality of the solution. “Most CRM systems have similar features and functions. However, the feature that attracted our attention was its ability to offer remote-access with security technology such as SSL-VPN. Its web-based feature allows our salesmen to access and update Sage 300cloud and Sage CRM anytime or anywhere without having to install any additional applications,” says Astley.

Results

An integrated Sage 300cloud and Sage CRM solution has helped Nexus Solutions better understand customer needs, increase transparency of the sales cycle, and improve its relationship with multinational partners.

Thanks to Sage CRM, the company now has a centralised bank of customer and partner information. This allows customer service to respond to queries in a more quick and efficient manner. “Since its implementation, our clients are better satisfied with our support service as we answer their needs quicker and in a more efficient manner,” says Philip Leung, Network Consultant at Nexus Solutions. With data centralised and accessible online through Sage 300cloud and Sage CRM, it’s now easier for sales people to monitor sales pipeline, forecast business development activities, and analyse sales cycles.





Company
De Novo Training & Consultancy

Location
Malaysia

Industry
Professional Services

System
Sage Business Cloud Accounting

“With Sage Business Cloud Accounting cloud accounting, we are able to provide our services to anywhere in the world.”

Cheah Chun How, CEO, De Novo Training & Consultancy Sdn Bhd

Sage helps De Novo grow their business overseas

Background

Founded in 2012, De Novo Training & Consultancy Sdn Bhd is a startup that provides accounting services and competency-based training for small to medium-sized businesses across Asia Pacific.

Challenge

Cheah Chun How, Founder and CEO of De Novo Training & Consultancy Sdn Bhd, says the Petaling Jaya-based startup was looking for an accounting software solution that could help them grow their client base throughout Asia. “The challenge we were facing is that we could only provide services in our geographical area. We couldn’t venture out of this area because it’s very difficult for us to support it in terms of the network, technology, hardware, and so on,” says Cheah.

De Novo Training & Consultancy Sdn Bhd were also looking for a solution that could help them perform compliance work for their clients – an opportunity that could establish the firm as a specialist in an underserved area. “There are a lot of businesses that don’t have the expertise of accountants, bookkeepers or advisors, especially with Malaysian GST, which is very complex,” says Cheah.

Solution

“Sage Accounting reduces my time in performing bookkeeping as it is real-time solution. Whatever my clients have done I can see immediately just by logging into the system. Moreover, the access through the mobile app makes it even easier to issue quotations and invoices, capture expenses and check our inventory level,” says Cheah.

“What I like about Sage Accounting is the very specific access that you can provide. I can give access to a particular employee to issue an invoice for me, or I can give access to another employee to only look at expenses or maybe data entry. With our previous solution we couldn’t do that,” he says.

Sage Business Cloud Accounting also provides a range of dashboards that help De Novo Training & Consultancy Sdn Bhd monitor their key business operations. “Another thing I like about this accounting solution is it has a number of dashboards, for example it has a customer dashboard which helps users to speed up performance. You have an accountant dashboard, a suppliers dashboard, you have an inventory dashboard. These are some of the things that really attract the user,” says Cheah.

Results

With Sage Business Cloud Accounting, De Novo Training & Consultancy Sdn Bhd have reduced costs and time spent in performing bookkeeping. The real-time accounting software aided their clients in remaining fully compliant with the Malaysian Custom’s requirements. Benefiting from the dashboards Sage Business Cloud Accounting is able to provide, De Novo Training & Consultancy Sdn Bhd could better monitor their key business operations and spend more time on the delivery of their accounting and advisory services.





Company
Caprock HomeHealth Care

Location
Lubbock, Texas, USA

Industry
Home health care

System
Sage 300

“Sage 300 delivers all that we were looking for, and the price was very competitive.”

Carolyn Bigham, accounting manager,
Caprock Home Health Services

Sage 300 speeds and streamlines operations for Caprock Home Health Services

Background

For more than 30 years, Caprock Home Health Services, Inc. (Caprock) has been providing attendant and skilled nursing care that enable its clients across the state of Texas to remain in their homes.

Challenge

When the time came to replace its older accounting software package, Caprock sought a robust financial accounting application capable of handling its multiple locations and myriad of programs. “We had been using Sage Pro ERP since 1999,” recalls Carolyn Bigham, accounting manager for Caprock. “Although it had served us well, we had outgrown it.

Solution

Caprock utilises the Sage 300 Payroll module to pay its more than 2,000 employees. Hours, location, program, and task data from the medical billing software are imported into the Payroll module, where checks are generated. The level of detail in Sage 300 facilitates tax allocation and reporting.

In addition to its strong financial reporting, consolidation, and payroll capabilities, Sage 300 offered another valuable asset. “We found a local partner here in our town,” says Bigham. “I cannot say enough about the importance of a strong business partner. Our Sage partner is responsive and knowledgeable, and we consider them part of our operation.” The business partner was able to transfer years of historical data from Sage Pro to Sage 300 and configured an import utility that transfers data from Caprock’s medical billing software into its accounting application.

Results

With 12 locations and 30 programs, Caprock’s financial reporting requirements are complex and extensive. The company needs the ability to slice and dice the data in various ways. “For example, we might want to look at a single program across all locations, or all programs in a single location,” says Bigham. “We couldn’t achieve this in our old software, so we relied on spreadsheets. With the capabilities inherent in Sage 300 and our partner’s expertise, we can now print all of the reports we need directly from the software.”

“Sage 300 delivers all that we were looking for, and the price was very competitive.” Carolyn Bigham, accounting manager, Caprock Home Health Services.





Company
gap personnel

Location
Wrexham, UK

Industry
Industrial recruitment specialists

System
Sage X3

“Our back office is in order thanks to Sage X3.”

Lyndsey Hampson, gap personnel

A job well done in recruitment - with help from Sage

Background

gap personnel is the UK's third-largest independent provider of talent to the industrial sector, supplying temporary, contract and permanent workers. Founded in 1997, the business has developed to offer nationwide coverage through high-street branches, specialist divisions and onsite managed solutions.

Challenge

“We specialise in providing short term labour solutions and place nearly 10,000 people into work every day for 2,000 clients, covering up to 2 million shifts per year. It's a busy business! And that means there is a considerable workload for the back office,” says Lyndsey Hampson.

The focus on people applies within the internal team as well with easily accessible information sharing and visibility a key priority as Lyndsey explains:

“We believe in the open sharing of information. Knowledge is power and we are committed to transparency. There's no hierarchy as such - sharing data and ensuring visibility is very much part of the company's ethos.”

There is another good reason why back office complexity could easily derail this commitment to making sharing simple. gap personnel is part of an entrepreneurial group of companies operating in a wide variety of sectors. So any back office system implemented for gap personnel would need to function just as effectively across the wider group too.

Solution

gap personnel was an existing Sage customer, so Sage X3 was naturally on the list for consideration as the company considered upgrading to manage its increasing workload.

Lyndsey Hampson continues: “We had been using Sage 50 but our workload simply outgrew it. As soon as the guys from Sage gave us a demo of enterprise management, we could see it was light years ahead in terms of functionality and the degree of detail it enabled us to gain from our data.”

gap personnel chose to work with Sage partner Datel due to the support that was offered throughout the process, the after-sales rapport as well as the location of the offices. Amongst other recommendations, they took on board Datel's advice to include Sage Enterprise Intelligence (SEI) within the solution. It has proved particularly useful: “We use it on a daily basis for our reporting needs and it provides great visibility for our managers to be able to review their transactions. Having more streamlined access to the information we required, using the drill-downs in SEI has made life so much easier for us when we're doing month end analysis and reports.”

Results

Sage X3 has already proved itself up to the job and will continue to have a part to play in those plans.

“Everything is a lot slicker. We have more time to focus on other things. We provide more analysis, it's a better tool for handling finances and costs and it's no longer manual.”





it's now imperative
for retailers to have
an integrated retail
ecosystem.

Retail

Advances in digital technology mean customers now demand more from their retail shopping experience. Customers expect strong personalisation and a seamless experience across multiple channels – whether in-store or online. To remain competitive and grow, it's now imperative for retailers to have an integrated retail ecosystem – one that shares data across the business and provides a real-time view of the enterprise, helping drive operational efficiencies and a seamless shopping experiences across your retail channels.

Providing multichannel retail capabilities, Sage can help you deliver the omnichannel shopping experience today's customer expects. From managing your entire operation faster and more efficiently – purchasing to warehousing, sales and financials, delivering better insight into costs and margins, whether you operate domestically or abroad. The results for your business are increased revenues, an enhanced customer experience, streamlined

sales, improved inventory accuracy, and better business and demand planning. Designed to keep up with your day-to-day challenges, Sage accelerates your entire supply chain through the integrated management of purchasing, manufacturing, inventory, sales, customer service, and financial management processes to create a streamlined, highspeed system that helps drive continuous innovation.

In this section

Grumpy Donuts

Sage Business Cloud Accounting

Auto Trader

Sage X3

Fresh Choice Supermarket

Sage 300cloud



Company
Grumpy Donuts

Location
Sydney, Australia

Industry
Food & Beverage

System
Sage Business Cloud Accounting

“We love the scalability – we know in time it has the depth of functionality to provide the additional financial management support our expanding business will need.”

Scott and Elise Honeybrook, Owners,
Grumpy Donuts

Grumpy Donuts chooses Sage Business Cloud Accounting for it's scalability with a growing business

Background

Toasted brioche, sour sugar icing, raspberry lime sprinkles are flavours that tickle the pallets of many. Imagine, if they were the topping of freshly baked donut. This is exactly what Sydney small business owners, Scott and Elise Honeybrook thought when they came back from an overseas adventure in search for some of the world's tastiest treats. Now their business Grumpy Donuts is bringing these flavours to Sydney's doorstep. Starting out in their own home kitchen which could only make nine donuts at a time, their creations are now delivered straight from a larger rented kitchen which is able put out an amazing 400 donuts. The big flavours are so popular it is keeping this small business on one big sugar high as orders keep coming through the door.

Challenge

Following several visits to the US and Canada, Scott and Elise, the self-professed donut enthusiasts identified an opportunity in the Sydney foodie scene for artisan American-style donuts, with a twist. From here, the pair began experimenting with different flavours, shapes and recipes, and after eight months of testing (and tasting) Grumpy Donuts was born.

As the business started to kick off, orders were coming in thick and fast. To control supply and demand they took to cloud and put up a website that allowed them to get orders in advance. It quickly became clear to the couple that starting a new business meant there was never a time when the doors closed and the work was done.

90 percent of the Grumpy Donuts business is run from the couple's home, but when it comes to the business admin this is usually complete outside the kitchen aka home office. To help keep the business pumping as fast as the demand for the butter flavoured frosting, Elise and Scott sought an accounting solution that they could easily access and amended their finances on the go and at any time.

Solution

Sage Business Cloud Accounting gives Grumpy Donuts real-time access to their business finances, admin and allows the couple to update live documents from the car, in between deliveries and in the kitchen while they are waiting for the donuts bake. The continuous backing up of files also puts their mind at ease, as it closes the risk of losing documents when the save button doesn't get him.

Grumpy Donuts is still a young business and the company's financial management requirements are basic. However, if demand for the product continues to grow as it has, the business admin and financials requirements will likely increase as the business evolves. By selecting Sage Business Cloud Accounting the features they will need to help manage the growth of the business are already built into the software and can be switched on at the touch of a keystroke.

Results

“We love the scalability of Sage Business Cloud Accounting. We know in time it has the depth of functionality to provide the additional financial management support our expanding business will need. We also know that when the time comes to hire an accountant they will instantly be able to onboard all our data thanks to the integration capabilities that come with Sage Business Cloud Accounting,” said Elise.

“The Sage Business Cloud Accounting app is so handy! When we are out on deliveries and customers request invoices we can use the app to access what they need and email it over to the customer on the spot!” Elise, Grumpy Donuts.





Company
Auto Trader

Location
Johannesburg, South Africa

Industry
Online sales

System
Sage X3

“Innovation is not
a once-off activity.
It’s a process that needs
to become entrenched
in the organisation.”

George Mienie, AutoTrader

Evolving for a digital future with Sage

Background

Established in 1992, AutoTrader began as a weekly print publication that enjoyed enormous success, however, as time passed the business realised that to stay relevant it would have to embrace technology and become a completely digital publication.

AutoTrader is South Africa’s leading online marketplace for the buying and selling of cars and other motor-related vehicles, such as bikes, boats, and vehicles used in commercial and agricultural industries. Driven by technology their goal is to make buying and selling a car fast, intuitive, and 100% reliable.

Challenge

Prior to partnering with Sage, AutoTrader faced high transaction volumes, an inability to process sales on the go, and 52 separate reporting periods that reflected the weekly nature of their publication. These processes were also performed manually which lead to an unnecessarily heavy workload, with reporting often taking up to three days. Sales were managed on paper, contracts were managed on paper, and there were various other silo-type approaches to the management of the business. Autotrader’s primary goal was to bring all elements of the business into one system. Working with SynergERP, AutoTrader implemented Sage X3 to address these concerns.

Solution

Designed to be extremely easy to use, Sage X3 streamlined the business by automating manual processes and, with its industry-leading flexibility, also helped AutoTrader transition efficiently from a print to a digital publication. Sage X3 provides AutoTrader with a complete overview of their business activities by integrating information across various departments, reporting is fast, accurate and always on time.

Results

“We pride ourselves on delivering quality services to our customers as quickly and efficiently as possible and with Sage X3 we’re able to do just that.” Faizah Mahomed, Finance Manager, AutoTrader.

With the help of Sage and business partner SynergERP, AutoTrader now has simplified data analysis and informed insights that ensure the right business decisions always get made. Since the transition to digital, the business has experienced phenomenal growth with 70% of South African car dealers using AutoTrader’s services, and up to 70,000 vehicles listed monthly on the website. These figures, combined with over 5 million visitors a month across various digital platforms, have helped AutoTrader establish itself as the marketplace leader for online vehicle sales and purchases in South Africa.





Company
Fresh Choice Supermarket, P. Meghji Trading Limited

Location
Fiji

Industry
Supermarket & Liquor Stores

System
Sage 300cloud and iVend Retail

We are happy to have a true Omnichannel solution featuring in-built loyalty management, coupons, and gift card functionality.”

Eremasi Matanatabu,
Chief Operating Officer,
P. Meghji Trading Limited

Fresh Choice Supermarket starts an omnichannel journey with Sage 300cloud and iVend Retail

Background

P. Meghji Trading Limited (PMTL) is the leading supplier of imported and local products to hotels, resorts, restaurants and supermarkets in Fiji with over 100 employees. In addition to a robust wholesale business based out of their 70,000 square feet storage warehouse.

With the growth of their stores, they needed to move from their homegrown Point of Sale operating at sites to find a solution that could offer data integration and inventory management. They also needed something that would support growth goals and their plans for eCommerce presence, as well as offering an integrated loyalty and reporting functionality.

Challenge

PMTL previously managed sales transactions via a homegrown Point of Sale solution. Without data integration, the management team lacked visibility of inventory and sales across the enterprise and operated each store as an individual unit. With plans to launch a new business venture for the group, Fresh Choice Supermarket and an eCommerce presence, the management team wanted to implement technology that could help them achieve their growth goals. With their large number of product SKUs for their B2B and B2C business, PMTL wanted to invest in a robust, Enterprise Class solution. In store, they wanted to better serve their growing customer base by processing transactions faster and delivering the best possible customer experience. Additionally, they wanted a retail solution that integrated loyalty and reporting functionality.

Solution

After evaluating a number of systems in their efforts to find the best retail solution with Omnichannel capabilities, PMTL chose Sage 300cloud with iVend Retail to streamline their operations and integrate key in-store and head-office business processes into a single, unified system. The integrated retail solution provided complete customer details on the frontend with integrated loyalty management to track all customer contacts and purchasing preferences, and the ability to launch targeted promotions and personalised campaigns. Of all the solutions evaluated, Sage 300cloud with iVend Retail solution was the only one that met their aggressive expansion plans, including for an eCommerce venture, without the need for costly custom development. The scalability of the solution including iVend Mobile POS, allows stores to easily add mobile terminals as needed without costly hardware investments.

Results

With Sage 300cloud and iVend Retail, Fresh Choice Supermarket achieved seamless integration between its ERP solution and individual stores. The integration minimised manual data entry and potential costly errors, providing all departments the information they require to keep track of daily sales, deliveries and stock levels in real-time. The functionalities, including the ability to easily design the POS receipt, report layouts and managed Offers and Promotions, Gift Certificates and Coupons have greatly improved the in-store customer experience. PMTL can now easily expand to new markets and launch their Omnichannel projects with the inclusion of an eCommerce store and integrated loyalty program, and now effortlessly offer the same pricing and product information across all sales channels. A final benefit is their ability to improve inventory management and reduce overall carrying costs with a single stock pool providing visibility of inventory across all locations.





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