

Sage ERP Accpac Provides Maximum Security for System Sensor Canada

System Sensor is one of the largest manufacturers of fire detection and notification products in the world, with offices throughout the globe. System Sensor Canada, the company's Canadian branch in Mississauga, Ontario, served primarily as a sales and distribution center and wanted to expand its focus to include manufacturing and e-commerce. To achieve its goal, System Sensor Canada turned to consulting firm Sidler Clarke to design a fully automated system that would integrate shipping, manufacturing, accounting, and online ordering capabilities into a coherent, enterprisewide solution. With the highly flexible Sage ERP Accpac enterprise resource planning system as the foundation for the new solution, Sidler Clarke added the MISys Manufacturing System and developed and implemented online customer ordering. Sidler Clarke's expertise and creativity plus the versatility of Sage ERP Accpac have led to a marked improvement in System Sensor Canada's customer service and bottom-line performance.

Integrated Shipping, Manufacturing, and Online Ordering

System Sensor Canada previously relied on a paper-intensive shipping system that did not communicate with its accounting software. "We were using a manual system to manage all of our shipping documents," says Peter Collier, managing director at System Sensor Canada. "Because we were growing quickly, this system became unwieldy and prone to errors, and we had to keep hiring additional personnel just to keep the system up and running. To stay successful, we knew that we had to upgrade and broaden our system and automate our entire enterprise. That meant expanding beyond product sales and distribution into manufacturing, and developing a customer-centric, online ordering system that would improve our customer service and enhance our profits."

Sage ERP Accpac Provides a Solid Foundation for Growth

Sage partner Sidler Clarke designed an automated system for System Sensor Canada that integrates distinct shipping, manufacturing, and accounting capabilities. It also devised a fully automated online ordering solution written in the Microsoft® .NET platform that enables customers to go online and view products by item number, request a quote for an item, purchase an item, or request an RMA. This customer-centric application allows customers to access their entire transaction histories and check on items that have been back-ordered.

Customer

System Sensor Canada

Industry

Fire Detection/Notification Products

Location

Canada

System

Sage ERP Accpac
MISys Manufacturing System



Challenge

In order to keep pace with growth, System Sensor Canada needed a solution to integrate its shipping, manufacturing, accounting, and online ordering systems.

Solution

The company implemented Sage ERP Accpac and the MISys Manufacturing System, along with an online ordering solution written in the Microsoft .NET platform.

Results

Sage ERP Accpac enables seamless integration among all of System Sensor Canada's diverse applications, helping to reduce costs, improve efficiency, and enhance overall profitability.

They can also obtain information about estimated arrival times and delivery statuses and view shipment data with tracking numbers. All customer orders placed online move directly into Sage ERP Accpac, and the online system is updated daily.

With much of System Sensor Canada's business conducted internationally, the multilingual and multicurrency capabilities within Sage ERP Accpac helped overcome language barriers and streamline business transaction procedures. With Sage ERP Accpac on board, the entire system efficiently handles full search capabilities in French and English and processes transactions in Canadian and U.S. dollars and Euros.

Sage ERP Accpac also integrates synchronously with many other applications in System Sensor Canada's solution. "Every application throughout the entire system is integrated via Sage ERP Accpac and has contributed positively to our bottom line," says Collier. "Our web-based ordering system has elevated our level of customer service, and it now accounts for 40 percent of our business. Automating the shipping process has helped us reduce staff, even though we are growing by 30 percent each year. In addition, with MISys integrated with Sage ERP Accpac, inventory levels have been reduced, resulting in more inventory turnovers, which adds to overall profitability. What more can you ask for from an accounting package?"

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—Peter Collier,
Managing Director
System Sensor Canada

About Sage North America

Sage North America is part of The Sage Group plc, a leading global supplier of business management software and services. Sage North America employs 4,000 people and supports 3.2 million small and mid-sized business customers. The Sage Group plc, formed in 1981, was floated on the London Stock Exchange in 1989 and now employs 13,400 people and supports 6.3 million customers worldwide. For more information, please visit the website at www.SageNorthAmerica.com.