

Benshaw Boosts Profits With Integrated Sage Solution

Founded in 1983 in Pittsburgh, Pennsylvania, Benshaw Inc. has risen to the top of its industry in the production of reduced voltage, solid-state motor controls and advanced drive controls. A truly multinational enterprise, Benshaw maintains state-of-the-art manufacturing facilities as well as sales and service centers throughout the United States, Canada, South America, and Asia. Despite a high-profile client base including General Motors, Ford Motor Company, United States Steel, Shell, Exxon/Mobil, and others, Benshaw realized that competing successfully over the long term required that it shore up its technology infrastructure and add new e-commerce capabilities.

Integrated Business Solution Needed to Enhance Profitability

Dave Richey, information systems manager at Benshaw, wanted to add several elements to the company's existing business infrastructure in order to help it realize its full potential. Topping the list was a fully integrated e-commerce solution that could integrate with Benshaw's existing Sage ERP Accpac accounting package and MISys Manufacturing System, a manufacturing add-on solution offering seamless integration with Sage ERP Accpac.

"We knew that we needed an end-to-end business solution in order to have the company running on all cylinders. To stay competitive in today's market and maintain a high level of customer service, we needed the capability to effectively integrate and manage the financial, operational, and manufacturing activities of our remote locations, plus add integrated web store capabilities that would facilitate online customer ordering," says Richey.

Remote Locations Share Data in Real Time

The new solution also had to unite Benshaw's remote locations throughout the United States and Canada so that employees on the network could share data in real time. Richey turned to Sage partner Applied Data Solutions (ADS) for help upgrading and expanding Benshaw's current business and manufacturing system. ADS assessed Benshaw's system requirements and devised a cost-effective implementation plan. After upgrading Sage ERP Accpac and expanding the network operating system environment to include a Citrix-based system, Benshaw successfully gained remote access to its off-site locations.

Customer

Benshaw, Inc.

Industry

Manufacturing

Location

United States, Canada, Brazil, and Singapore

System

Sage ERP Accpac



Challenge

Benshaw needed to integrate its e-commerce solution with its existing Sage ERP Accpac accounting system and MISys Manufacturing System, plus gain real-time access to data at remote locations.

Solution

An upgraded Sage ERP Accpac system and expanded network operating system environment allows remote access to off-site locations.

Results

Benshaw's remote locations are now able to share data in real time. Benshaw's website generates an additional 10% of revenue.

Integration and Innovation Lead the Way

The functionality and integration between Sage ERP Accpac and MISys has given Benshaw a system that is powerful, versatile, and expandable. Benshaw has also taken full advantage of Sage world-class, object-oriented, multitiered architecture by developing in-house systems that tightly integrate with the Sage ERP Accpac and MISys databases. For example, Benshaw developed a Customer Service Management system that integrates with Sage ERP Accpac. It has also implemented a First Pass Yield System, an Automated Proposal System, and an E-Procurement System. Under development is an Electronic Documentation System.

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—Dave Richey
Information Systems Manager
Benshaw, Inc.

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