

Success Story

Accelerating digital transformation through Sage Intacct

“Sage Intacct has given us real-time visibility. I can show the board exactly what is happening today, not what happened last month.”

Elzeth Hamman

Financial Director, Sintrex



Navigating the friction of ICT growth

As Sintrex scaled from a 3-person team to a major subsidiary of Alviva Holdings, its financial processes remained tethered to legacy manual systems. Managing a workforce of 140 staff with paper-based approvals and massive multi-tab Excel workbooks created significant operational friction. The finance team needed to move beyond historical reporting to find a workflow that matched their technical expertise.



Empowerment over manual administration

Moving to a completely paperless environment with Sage Intacct allows the finance team to act as a strategic guide for the board. By automating the mundane, Sintrex has replaced administrative stress with the clarity needed to focus on complex IT infrastructure.



Shared values in digital excellence

Both Sage and Sintrex believe in the power of integrity and the necessity of real-time visibility. This alignment ensures that Sintrex has a financial foundation built on trust and innovation, allowing them to lead the market as a “trusted advisor” to their own clients. By prioritising simplicity, Sintrex has created an environment where data drives every bold business decision.

Company
Sintrex Integration Services

Location
Cape Town, South Africa

Industry
Telecoms & ICT

Sage Products
Sage Intacct

About Sintrex Integration Services

Sintrex is a solution-driven ICT company specialising in infrastructure and security management. As a subsidiary of Alviva Holdings, they provide total visibility into IT environments for their clients. Built on values of integrity and positivity, Sintrex enables IT to drive business performance through expert services and in-house software development.



“The AP Automation saves us 3 to 4 days every month. It takes out human error and lets our team focus on more critical tasks.”

Elzeth Hamman

Financial Director, Sintrex

Solution-driven ICT innovation

Sintrex is a specialist ICT company that provides infrastructure management and security solutions for major clients. They act as the “eyes and ears” for their customers’ networks, identifying outages and security threats before they hit the media. This high-stakes environment requires Sintrex to be a “trusted advisor,” ensuring that their clients’ digital foundations are always stable and secure.

A culture built on family values

Despite growing into a major subsidiary, Sintrex maintains a tight-knit family culture rooted in integrity and positivity. With a workforce of 140 people and a low staff turnover, the team views each other as friends who communicate openly and care deeply about collective success. This human element is what makes Sintrex unique; they believe that while IT enables business, Sintrex is the force that enables IT.

Breaking the paper-heavy cycle

Before implementing Sage software, the finance department was drowning in physical signature trails and paper-based controls. Budgeting was managed through a massive Excel workbook that took over a month to finalise. Elzeth Hamman recognised that these manual processes were a barrier to smooth workflows, preventing her small finance team of 4 from providing the real-time insights the board needed to grow.

A strategic shift to Sage Intacct

To navigate this digital transformation, Sintrex moved from Sage 300 to a flexible cloud environment with Sage Intacct. This transition provided the scalability needed to handle complex project costing and multi-layered approval workflows. Guided by Ashlin Naudorf and her team at SynergERP, the team ensured the system was built around their specific technical and operational challenges, customising it to fit Sintrex’s unique requirements.

Automating flow with AI

The implementation of AP Automation within Sage Intacct has been a game-changer for the small finance team. By using AI and OCR technology to link invoices to purchase orders automatically, Sintrex has eliminated human error and saved 3 to 4 days every month. This efficiency allows staff to move away from capturing data to reviewing it with higher accuracy and confidence.

Customising for accurate compliance

A key technical win was the customisation of the timesheet module to capture labour costs for in-house software development. This allows Sintrex to accurately value and capitalise their software on the balance sheet according to IFRS standards. What was once a manual headache is now a seamless process in Sage Intacct that provides a credible view of the company’s intangible assets.



“We are no longer reactionary. With real-time figures, we make business decisions together, and I feel more confident in my role than ever before.”

Elzeth Hamman

Financial Director, Sintrex

Visibility that drives savings

Real-time dashboards in Sage Intacct now provide the leadership team with live visibility into departmental costs. This transparency has allowed Sintrex to be proactive, and by identifying expensive contracts early, the team can optimise their spending and negotiate better terms in real-time.

Transforming the audit experience

Audits were previously a source of immense stress, often taking 3 weeks of on-site work. By giving auditors viewing rights directly within Sage Intacct, Sintrex has completely changed the dynamic. Auditors can now access journals, approvals, and digital attachments independently, which reduces the on-site presence to just 4 days a year, finishing the entire process within a single month.

Scaling for future innovation

Sage software updates every 3 months, ensuring that the Sintrex tech stack never becomes legacy. This constant innovation, supported by the ongoing partnership with SynergERP, provides the scalability needed to manage a high-turnover business with integrity. By removing the headache of manual processing, Sintrex has built a structural foundation that turns financial complexity into a clear path forward.



Sage

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