

## Success Story

# How a growing stationery company grew even faster

Monk Office is accelerating growth with The Answer Company and Sage X3



Stationery company Monk Office was experiencing substantial growth, but its existing technology simply couldn't deliver the modern service today's customers expect, where orders can be placed and fulfilled in multiple ways. Here's how The Answer Company solved the problem, opening up accelerated growth and new efficiencies for the business.

### The challenge

Monk Office is a third-generation family-owned office supply business with retail outlets across Vancouver Island. Over its 60-year history it's adapted to many industry changes, the most recent being a change in customer behaviour. Shawn Ostheimer, President at The Answer Company picks up the story:

**Company**  
Monk Office

**Location**  
British Columbia, Canada

**Industry**  
Stationery

**Sage Products**  
Sage X3

**Partner**  
The Answer Company

Monk Office

### About Monk Office

Monk Office is a third-generation family-owned office supply business with retail outlets across Vancouver Island.

Sage



“Like most retail companies, Monk Office is experiencing a shift in digital transformation where customers want to be able to engage with them on multiple platforms, in multiple ways.”

For example, a customer could order online and pick up at a store. Or equally, order in-store and have it delivered. However, Monk Office’s 20-year-old legacy technology was preventing them from delivering this omnichannel service.

Determined to make a change, Monk started to assess various ways forward. And as Shawn describes, their criteria went far beyond solving an initial business problem:

“We went through a very rigorous discovery process in evaluating how Sage X3 would meet all of their business requirements. They also were really concerned about having a partner that would be able to work with them on this journey.”

“As they evaluated their options what really became clear is that it wasn’t just about picking software—it was about choosing a partner who could move forward with them on this journey. The Answer Company also being, effectively, a family-owned business, really resonated with Monk Office, and the fact that we could really align our priorities and work together on this journey that they were embarking on.”

#### **The solution**

In order to provide an omnichannel solution, The Answer Company leveraged Sage X3 with additional Independent Software Vendors (ISV) solutions: InfoPOS Point of Sale for retail, and commercebuild for eCommerce and Datalinx for warehouse management.

Customers are now able to place orders in-store (powered by InfoPOS) or online (powered by commercebuild) and Sage X3 can then deliver it through the back office using Datalinx, which supports the full warehouse management requirements that Monk Office have.

Shawn adds, “Through these solutions we’re able to deliver a very seamless engagement with the customer, no matter how the customer wants to place their order, receive their product, and pay for it.”

Additionally, as Monk Office has over 11 retail stores across Vancouver Island, The Answer Company saw an opportunity to enhance the way they handle stock.

“We included the Sage Inventory Advisor as a way for Monk Office to really optimize their inventory, to reduce their holds, increase their turns—and contribute to a faster return on their investment.”

As a Sage X3 partner, The Answer Company looks at their role as really bringing the right solutions to customers. In the case of Monk Office what that meant was they had to ultimately look to five complementary solutions with Sage X3 Intelligence, Sage Inventory Advisor, Datalinx, commercebuild and InfoPOS to bring together a complete solution to meet all of their business requirements.



“Expectations in this new retail digital age are a lot higher in terms of customer engagement”

**Shawn Ostheimer**

President, The Answer Company

**The bottom line**

As Shawn explains, Monk Office saw how it needed to adapt, to progress in a highly competitive environment, and they now have the means to do this.

“For Monk Office to be competitive, they need to be nimble. They need to be able to optimize, be efficient and deliver a superior customer experience in order to differentiate themselves from the big players. Using Sage X3, they can do this through various omnichannel options.”

**The future**

Shawn reflects on how closely the companies have worked together and what it means for the ongoing success of Monk Office:

“The Answer Company has been a long-time partner of Sage and we really appreciate the collaboration that we have with them. Working specifically with Monk Office, the relationship with Sage has enabled us to deliver a complete solution that will allow them to thrive in the future.”



Sage

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