BÖWE BELL & HOWELL Wins With Sage ERP MAS 90 and Citrix

Major law firms, big banks, and government agencies worldwide assign entire departments to the task of scanning and recording documents. They rely on industrial-strength, ultrafast scanners to transform information on paper into digital images. Once digitized, data is easier to store, access, and manipulate. Data integrity is preserved over time with greater security controls.

One of the nation's preeminent manufacturers of these turbo-charged scanners is BÖWE BELL & HOWELL, a global leader in information solutions and services. Setting the industry standard for both performance and reliability, its scanners process up to 125 double-sided pages per minute.

Obstacles Slow Operations

Maintaining its competitive edge is no easy task for BÖWE BELL & HOWELL, especially given the speed at which the computer peripheral industry moves. In addition to constant product innovation, it requires access to customer accounts, sales order, inventory balance, and product cost information. In 1997, its cumbersome database began to slow the company down. It was hit with rampant system problems, high maintenance costs, and limited data accessibility. To make matters worse, it was running two entirely separate systems—one for purchasing, manufacturing, and general ledger; the other for sales, shipping, inventory management, and accounts receivable.

"The old setup was a big debacle," says Tom Serena, controller for BÖWE BELL & HOWELL. "We were wasting way too much time hunting for data. We needed a system that was powerful and easy to use, so we could do a better job understanding and solving customer needs."

All Systems Go

BÖWE BELL & HOWELL wanted an off-the-shelf, fully integrated system that could be implemented quickly. The team found Sage ERP MAS 90 on a Citrix MetaFrame platform. They chose Sage ERP MAS 90 because of its ease of use, low maintenance requirements, large install base, and favorable ratings. It took less than a day per module to train them on Sage ERP MAS 90.

Customer
BÖWE BELL & HOWELL

Industry
Manufacturer of high-speed production scanning equipment

Location
Wheeling, Illinois

Number of Locations
Three

Number of Employees
125

System
Sage ERP MAS 90

Modules in Operation

- General Ledger
- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- Crystal Reports®
- Bill of Materials
- Inventory Management
- Material Requirements Planning
- Purchase Order
- Sales Order

Challenge
Obtain a powerful, reliable, easy-to-use system with complete integration of business processes.

Solution
Sage ERP MAS 90 and Citrix.

Results
Seamless data flow; integration of business processes; expansions in business without increase in staff; improvements in overall job performance; enhanced speed and quality of manufacturing; better customer service.

"We are extremely happy with Sage ERP MAS 90 on Citrix," Serena comments. "Citrix allows us to run Sage ERP MAS 90 on one server. So instead of upgrading the hardware and software at each individual workstation, we simply update one box. Also, Sage ERP MAS 90 on Citrix is extremely solid; it doesn't crash or freeze on us." Thus BÖWE BELL & HOWELL is able to minimize overall costs and maintain centralized system administration.

Scanners are assembled in two large manufacturing facilities. Since each scanner contains hundreds of components, ordering and manufacturing accuracy are critical. The end-to-end integration of the Sage ERP MAS 90 purchasing, manufacturing, and inventory control systems has proved to be a big boon.

After orders are input, the Material Requirements Planning (MRP) module coordinates with Bill of Materials and Inventory Management so that parts are available as needed. Previously these tasks were performed off-line, and errors and omissions were frequent. Now, with Sage ERP MAS 90, real-time information is available throughout the company, for better management and strategic planning at every level.

Sage ERP MAS 90 also features Open Database Connectivity (ODBC), which enables information to be pulled directly from the MAS 90 data tables and delivered to Microsoft® Excel® or Access. Using this option, BÖWE BELL & HOWELL can quickly turn raw data into business insights.

"With Sage ERP MAS 90 on Citrix we've expanded our business without increasing staff," Serena observes. "Jobs are easier to perform. Quality and speed of manufacturing are enhanced. And customers receive more personal attention. These are all prime indicators of success, which will help keep us at the forefront of our industry."

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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 3.1 million small and midsized business customers. The Sage Group plc, formed in 1981, was floated on the London Stock Exchange in 1989 and now employs 13,100 people and supports 6.2 million customers worldwide. For more information, please visit the website at www.SageNorthAmerica.com.

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