

CUSTOMER SUCCESS



Sage Software Gets CPS Back on Track

CPS is a sales and service group of companies based in Ontario, Canada, that includes Control Panel Systems and Complete Packaging Systems. CPS maintains both an outside sales force and an inside team of customer service professionals who support them. Prior to the implementation of SageCRM and Sage Accpac ERP, CPS endured widespread inefficiencies due to a lack of integration between its various databases. To remain competitive, the company realized it needed a better way to track its sales processes.

Disconnected Sales Databases Impede Progress

The highly inefficient fashion in which sales were tracked significantly threatened the growth of the company. For example, the CPS outside sales staff had no way to download the sales information contained in their PDAs into a centralized database that could be made accessible to inside staff. Instead, data had to be re-keyed into a separate database in order to generate weekly and monthly reports. In addition, a lack of database integration meant that staff had to use a word processor to create quotes and, when a quote turned into an actual order, had to re-key the information into the company's accounting system.

"We had a real mishmash of different programs, which really hindered our efficiency and accuracy," says Dave Beetham, general manager at CPS. "We were using a contact management program for our customer database, another database for our financial and accounting processes, Microsoft Excel spreadsheets for other functions, and none of them were linked. Due to this lack of database integration, we had no way to access real-time data about our sales process. This meant that management couldn't effectively track our sales force and customer base."

Comprehensive, Integrated CRM

To resolve its database inadequacies, CPS turned to Sage Software business partner INDUS SYSTEMS, which recommended that the company integrate its existing Sage Accpac accounting system with SageCRM, a complete customer relationship management solution. After viewing a demo of SageCRM, CPS became convinced that it was the perfect solution.

Customer:

CPS

Industry:

Custom Homebuilder

Location:

Ontario, Canada

System:

SageCRM

Sage Accpac ERP



CHALLENGE

A mishmash of programs to track customer data, deliver quotes, and create orders hindered CPS's efficiency and accuracy, while a lack of effective tracking hampered sales processes.

SOLUTION

SageCRM, a Web-based CRM solution, integrates with Sage Accpac and Microsoft Outlook so outside sales staff can share information with management, accounting, and inside sales.

RESULTS

Data entry is reduced, sales quotes and orders are easier to produce, and outside sales reps have instant access to critical sales information.

“SageCRM enables CPS sales representatives to ‘hot sync’ their PDAs each night and export their contact data and notes directly into CRM via Microsoft Outlook,” says Amer Mustafa, vice president of IT solutions at INDUS SYSTEMS. “They can create appointments in SageCRM, send them to Microsoft Outlook, and then access their data from the PDAs. After their appointments, they can reverse the process back to SageCRM.”

In addition, internal sales staff can create quotes in the Sage Accpac Order Entry module and then simply click a button to link to SageCRM and convert quotes into orders. INDUS also customized the system to enable CPS staff to create new items quickly in the Sage Accpac Inventory Control module.

Instant Access to Critical Sales Data

With the new system, all CPS contacts, as well as notes and appointments from PDAs, reside in a centralized database.

“Recording information from sales representatives directly into the system eliminates redundant data entry needed for weekly and monthly management reports,” says Beetham. “We no longer have to wait for reports because we can access this data whenever we want. Also, I can check everybody’s schedule at any time.

“Since we already had a relationship with Sage Software and confidence in Sage Accpac, it just made sense to complete our solution with SageCRM. The implementation and its smooth integration has paid tremendous dividends for CPS. As we look to the future, we know that Sage Software offers the flexibility to integrate with other systems later, while keeping the price down today. Our belief in Sage Software and its products continues to grow as our business evolves.”

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The Premier Sage Software Business Partner

Corporate Offices

Orange County, California
23161 Mill Creek Drive
Laguna Hills, California 92653
Phone: (949) 583.9500
Toll Free: (800) 425.9843
Fax: (949) 583.0649

www.blytheco.com

Atlanta, Georgia
1100 Johnson Ferry Road, Ste. 450
Atlanta, Georgia 30342
Phone: (404) 841.6240
Toll Free: (800) 455.1368
Fax: (404) 841.6243

solutions@blytheco.com

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Sage Software supports the needs, challenges, and dreams of more than 2.7 million small and mid-sized business customers in North America through easy-to-use, scalable, and customizable software and services. Our products help manage a complete range of business functions including: accounting, operations, customer relationship management, human resources, time tracking, merchant services and the specialized needs of the construction, distribution, healthcare, manufacturing, nonprofit, and real estate industries.



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