# Sage ERP X3 | Case Study

## Hoya Vision Care Sees Business Clearly with Sage ERP X3

### Background

Hoya Vision Care of the Americas is a Lewisville, TX-based manufacturer and distributor of high quality eye-care products and services. The company supplies a complete range of lens designs, coatings and materials to eye care professionals located within the United States, Canada and South American countries. With extensive experience, knowledge and state-of-the-art technology, Hoya developed its own lens materials, lens designs and coating techniques.

### System Evaluation

An aging legacy application written by their parent company in Japan, the system was no longer capable of supporting the company's fast-growing transaction volumes.

Constrained by a system that limited them to creating only 100 invoices per day, Hoya required that the new system have the ability to handle an unlimited number of transactions, customers and pricing options. They wanted a more user-friendly system that could automate processes that were controlled by Excel spreadsheets. Additionally, they were seeking a warehousing application that would enable them to increase their capacity and speed, provide better physical procedure control and be tweaked to fit their specific business needs.

After comparing ERP products via an online selection service, the Hoya evaluation committee chose three vendors to interview by phone and invited only one of them to perform a product demonstration – Sage.

The Sage ERP X3 team conducted a comprehensive demo that showed Hoya how Sage ERP X3 integrates in-depth functionalities to cover the entire distribution process, and how easily the software could be configured to meet their specific business practices.

Convinced of the system's ability to meet their needs, especially in the areas of warehousing capabilities and business information, the Hoya team selected Sage ERP X3. "We particularly valued the system's wealth of features at a cost-effective price," said Kraig Black, Hoya Vice President of Information Technology.

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>
> - Kraig Black
> Vice President, IT
> Hoya Vision Care

### The Implementation

Hoya required a quick implementation to support increasing order volumes – both sales orders from their labs and purchase order receipts from the Far East – consisting of thousands of line items.

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To achieve this goal, the company's implementation team took an ownership role in the process. "We are the experts in our business," said Black. "In order to be sure we got what we needed from the system and to ensure that we could be self-sufficient in the future, we had to take ownership of the implementation."

Committed to their role in the installation and following Sage's implementation methodology, Hoya implemented Sage ERP X3's order fulfillment, inventory management, purchasing, advanced warehousing and data collection function in only four months.

The company is also making use of specialized functions for identifying products (based on optical lens style and power) and performing landed cost calculations.

## Results

Sage ERP X3 has proven to be the customer friendly and employee friendly system that Hoya was seeking. Since the installation, Hoya has doubled its customer base and increased its inventory by 500,000 pieces.

"We have far better control than before," said Black. Prior to the implementation, Hoya's average piece variance was between 12,000 and 18,000 of a 1.5 million piece inventory. Currently, with the ability to automatically decrement inventory, this rate is 600 of 2 million.

The company has increased availability of business information as Sage ERP X3 provides them with real-time indicators and enables them to create their own reports. And, the open technology enables them to add their own features without a large IT staff.

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In fact, the implementation has gone so well that Sage ERP X3 has been deployed at Hoya's UK division.

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**Headquarters**
Lewisville, TX

**International Locations**
Parent company in Japan; 46 branches in 24 countries

**Industry**
Manufacturer and supplier of ophthalmic lenses to eye care professionals within the U.S., Canada and South America

**Revenues**
$190 million

**Employees**
1,300

**Sage ERP X3 Licenses**
20