Sage 100 ERP | Customer Success

Sage 100 ERP Sweetens the Pot for anDea Chocolate

Kelly Janssens, part-owner of anDea Chocolate and Supplies, knew there had to be a better way.

Each time she went to a trade show, she faced a nightmare of paperwork. Kelly and her team members scrambled to take orders by hand while also building relationships with customers. Upon returning home, they spent at least two weeks manually adding up orders and entering them into her old software program. Batches of credit card orders could take 45 minutes to process during the busy season, since numbers had to be entered twice—once for preauthorization and again for final authorization. And information in anDea's business system was so inaccurate that reports had become meaningless.

Modernizing With Sage 100 ERP

anDea provides chocolate bon bons, truffles, candymakers' supplies, and imported hard candies to wholesalers from Newfoundland to Vancouver. Five major trade shows bring in 40 percent of anDea's revenue every year. So Kelly searched for a PDA tool for remote order-taking, plus a more powerful business system for overall operations. Her Sage business partner suggested Sage 100 ERP* with core, distribution, e-commerce, and remote access modules as an end-to-end solution.

Implementation of Sage 100 ERP took only seven working days, including successful migration of customer and vendor data and transfer of open receivables, payables, inventory, and bill of materials.

anDea Chocolate now uses Sage 100 ERP to run its entire business. Sage 100 ERP has automated anDea's general ledger, accounts payable, and accounts receivable. Thanks to the new system, anDea now has real-time inventory and streamlined assembly processing. The Sage 100 ERP Bill of Materials module calculates the actual cost to manufacture each product, something that was almost impossible to determine before.

PDA Power

"The Sage 100 ERP Remote Salesperson module has been a godsend," says Kelly. "When a customer comes to our booth at a trade show, we type the company name into a PDA, and all pertinent information pops up.

*Sage 100 ERP was named Sage ERP MAS 90 when anDea Chocolate and Supplies, Inc. initially implemented this solution. The product names have been updated in this case study to reflect current naming.

Customer
anDea Chocolate and Supplies, Inc.

Industry
Chocolate manufacturer/distributor

Location
Ontario, Canada

Number of Locations
One

Number of Locations
12

System
Sage 100 Standard ERP

Challenge
Needed a fast, accurate way to take orders at trade shows on a PDA; existing software no longer provided required functionality.

Solution
Sage 100 ERP with a full suite of financial and manufacturing modules, plus Remote Salesperson and e-Business Manager for e-commerce capabilities.

Results
Each year the system saves 400 hours in trade show order entry, 300 hours on credit card processing, 700 hours from e-commerce efficiencies; and has reduced order turns from two weeks to a day.

"To place an order, we simply scan products to input accurate prices and part numbers," she continues. "Then we print out a copy of the whole transaction. Customers love it, because they have a record of the order and can stay within budget. When we get home, we hot-synch the PDAs to Sage 100 ERP, approve the orders, and they're in the system. Instead of going through lengthy credit card authorization procedures, we just press the 'authorize-now' button. In seconds, the transaction has gone through. All put together, the new system saves me two solid weeks of work after every show, or about 400 hours a year."

Excelling at e-Business

The Sage 100 ERP e-Business Manager module is creating further efficiencies. "At a recent trade show, 50 customers asked to sign up for e-commerce," Kelly notes. "This is terrific, because each represents a minimum of two hours a year in customer support. A similar response at future trade shows could result in a reduction of 400 hours of work for us a year."

anDea had been spending an hour a day monitoring its old website, transferring orders, performing maintenance, and doing product upgrades. "Having e-Business Manager integrated with Sage 100 ERP will thus save another 300 hours a year," explains Kelly.

Kelly has nothing but praise for her Sage business partner. "You couldn't find better service anywhere. When we launched e-Business Manager, he even went to a trade show with us to make sure it worked right. No matter what, he's always there for us."

Although she has used many software products, Kelly prefers Sage 100 ERP by far. "If you compare apples to apples, Sage 100 ERP will beat anything else hands down," she says.

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Kelly Janssens, part-owner
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About Sage

Sage North America is part of The Sage Group plc, a leading global supplier of business management software and services. At Sage, we live and breathe business every day. We are passionate about helping our customers achieve their ambitions. Our range of business software and services is continually evolving as we innovate to answer our customers' needs. Our solutions support accounting, operations, customer relationship management, human resources, time tracking, merchant services, and the specialized needs of the construction, distribution, manufacturing, nonprofit, and real estate industries. The Sage Group plc, formed in 1981, was floated on the London Stock Exchange in 1989 and now employs 12,300 people and supports more than 6 million customers worldwide. For more information, please visit the website at www.SageNorthAmerica.com or call 866-996-7243. Follow Sage North America on Facebook at: http://www.facebook.com/SageNorthAmerica and Twitter at: http://twitter.com/#!/sagenamerica.

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