

CUSTOMER SUCCESS



BÖWE BELL & HOWELL Wins With Sage 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, ultra-fast 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, their 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, they require access to customer accounts, sales order, inventory balance, and product cost information. In 1997, their cumbersome database began to slow them down. They were hit with rampant system problems, high maintenance costs, and limited data accessibility. To make matters worse, they were 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 they could implement quickly. They found Sage MAS 90 on a Citrix MetaFrame platform. They chose Sage 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 MAS 90.

"We are extremely happy with Sage MAS 90 on Citrix," Serena comments. "Citrix allows us to run Sage MAS 90 on one server. So instead of upgrading the hardware and software at each individual workstation, we simply update one box. Also, Sage MAS 90 on Citrix is extremely solid;

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 MAS 90

- 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 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.

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 is critical. The end-to-end integration of the Sage 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 MAS 90, real-time information is available throughout the company, for better management and strategic planning at every level.

Sage 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 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 SOFTWARE

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.

