Sage 100 ERP | Customer Success

Sage 100 ERP Streamlines Operations for BCSI

BCSI helps midsized distribution and manufacturing companies improve their business operations using real-time mobile data capture and information management. The company was started in 1992 under the name Bar Code Supply—primarily as a bar-code equipment supplier. In 2003, under new management, Bar Code Supply became BCSI—a full solutions provider providing system design, hardware, software, and implementation services. For most of its history, the company has relied on Sage 100 ERP* to keep its own operations running smoothly.

"In Sage 100 ERP, there's no functionality we're missing," says Lyndon Murray, president of BCSI.

Track Profitability of Every Job

BCSI uses the Sage 100 ERP Job Cost module to track the equipment and labor associated with each of its projects. Purchase Order line items and in-stock parts issued out of the Inventory Management module can reference a job number. At any point during the project, Murray can run profitability reports that show precisely how well the job is performing.

"We have projects that last three or four months," explains Murray. "Using the Job Cost module, we accumulate all the costs involved in a project. This allows us to see, in great detail, where our budget is being spent."

Tight Control of Inventory

As a company that advises other organizations in data capture and information management, BCSI recognizes the importance of a well-managed inventory. Its Sage 100 ERP solution is the ideal tool to ensure inventory is handled efficiently and with as little handling as possible.

"We don't stock many items," explains Murray. "All our projects are custom designed and engineered, so it doesn't make sense to try to stock all the various components we might need."

*Sage 100 ERP was named Sage ERP MAS 200 when BCSI initially implemented this solution. The product names have been updated in this case study to reflect current naming.

Customer	**BCSI**
Industry	Systems Integrator
Location	Beaverton, Oregon
Number of Locations	One
Number of Employees	11
System	**Sage 100 Advanced ERP**

Challenge
BCSI needs ready access to vital business data to ensure its profitability. The company must efficiently track the equipment it sells and implements.

Solution
Sage 100 ERP offers a suite of modules that have proven flexible enough to meet the changing needs of BCSI for nearly a decade.

Results
Current job profitability data helps keep projects on budget. Powerful purchasing, inventory, and RMA modules track BCSI's products throughout their lifecycle. Financial dashboard delivers real-time business metrics to management.

Instead, BCSI issues purchase orders associated with each job, often specifying the order be drop shipped directly to a customer's site. As the goods are received at BCSI, or as it receives notification of shipping by its vendors, the purchase orders are received, and the resulting cost transactions are posted to the job.

Most of the equipment it sells is serialized, and the Sage 100 ERP distribution modules do an excellent job of tracking an item's serial number from purchase through final sale. "When a customer has a repair or warranty question, we're able to look up the item's serial number in Sage 100 ERP and determine both the manufacturer and our supplier," says Murray.

Streamlined Return Processing

Returns are an inevitable part of business. Fortunately, the Return Merchandise Authorization (RMA) module streamlines BCSI's return processing, automatically creating a purchase order to facilitate a vendor return for repair or replacement.

The RMA module also automatically calculates warranty expiration dates for items. As a return is being entered, BCSI staff is warned of an expired warranty. "Even though those warranties are offered by the manufacturer, not BCSI," explains Murray, "Our customers know they can come to us when they have a problem with the equipment we provide, and we can facilitate repairs."

An Executive View of the Business

The Business Insights Dashboard module gives busy executives like Murray a snapshot look at vital business statistics such as daily bookings, average daily sales, cash balances, and open receivables. "I get a real sense of the pace of the business from tracking this information daily," he says.

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In addition, using SAP® Crystal Reports for Sage 100 ERP, BCSI has developed several custom reports that bring together data from various modules to provide management with a high-level view of the company's financial health, as well as detailed analysis of various aspects of the business.

BCSI is in the business of providing companies with the hardware, software, and know-how they can use to optimize business operations. "It's our expertise in assembling the right solution for our clients, and our responsiveness and follow through during the project that makes us valuable," Murray says. Murray credits Sage 100 ERP with providing BCSI that same value through the business information it delivers. "Sage 100 ERP gives me all the information I need to run this business," Murray concludes.

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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