southeast computer solutions

CUSTOMER:

Carton Craft Supply

INDUSTRY:

Distributor of Printing and Die Cutting Material

LOCATION:

Alpharetta, Georgia

SOFTWARE:

Sage ERP X3

Carton Craft Supply relies on Southeast Computer Solutions project management and expert skills to run Sage ERP X3 implementation

When Carton Craft Supply decided to change their business management software to Sage ERP X3 – the latest enterprise resource planning (ERP) software from Sage – they knew an ERP implementation was going to be a huge undertaking. And with the internet littered with stories of ERP implementation failures, they also knew they needed help. So when they purchased the Sage ERP X3, they chose a company that offered a consultant to guide them through the implementation.

They soon realized, however, that the implementation was not going as smoothly as they'd hoped and that they needed a new consultant, so they contacted Sage for a recommendation. Sage's suggestion? Southeast Computer Solutions.

Carton Craft Supply saw an immediate improvement when Southeast Computer Solutions took over the project, with their managers citing Southeast Computer Solutions' extensive knowledge and variety of in-house resources.

EXPERT PROJECT MANAGEMENT BY SOUTHEAST COMPUTER SOLUTIONS

When Southeast Computer Solutions stepped in, they assigned an expert project manager to Carton Craft Supply's account, providing a single point of contact and ensuring coordination, collaboration, and accountability. That meant that instead of dealing with numerous individuals to resolve issues, Southeast Computer Solutions' single project manager kept everything on track. This hands-on approach also guaranteed that every employee at Carton Craft Supply was given the attention they needed during every step of the process.

Carton Craft Supply knew that the functionality of the original Sage ERP X3 implementation – the one done before Southeast Computer Solutions stepped in – was deficient, but they didn't have the expertise to diagnose and fix the

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Mark Doxtader,
President - Carton Craft Supply

issues. Southeast Computer Solutions deployed two experts for three days to assess the problems and initiate a plan to solve them. Carton Craft Supply sees the ability to supply expertise from within the company as a major strength of Southeast Computer Solutions.

UNAFRAID TO TACKLE THE HARD STUFF

Another strength of Southeast Computer Solutions that Carton Craft Supply saw in action was their tenacity. Southeast Computer Solutions was unafraid of tackling the project regardless of scope. When the assessment of the failed implementation revealed 80 problems that required fixing, Southeast Computer Solutions put their nose to the figurative grindstone and methodically worked the list of 80 down to zero.

Once the 80 implementation issues were resolved, Carton Craft Supply was able to use the new software to enhance their business. Sage ERP X3 allowed Carton Craft Supply to categorize and organize its customer information as well as extract data from the system to analyze sales trends with the customers and create special reports to track sales trends by both customer and product.

Carton Craft Supply was also able to take advantage of third-party software integration opportunities. For example, they integrated their third-party e-commerce platform flawlessly into Sage ERP X3. Likewise, they were able to integrate a third-party software that offered inventory management and forecasting. With Southeast Computer Solutions' help, Carton Craft Supply saw their data flow into, out of, and between the different software outfits seamlessly.

MULTIPLE SKILL SETS

Finally, Carton Craft Supply found that it can rely on Southeast Computer Solutions for multiple levels of skill. For example, when Carton Craft Supply was experiencing delays in the implementation process due to not having their financial statements finalized for tax purposes, Southeast Computer Solutions applied the resources necessary to make sure that Carton Craft Supply met its tax obligations. And because Carton Craft Supply is a small company that doesn't employ a certified public accountant, Southeast Computer Solutions offers them advice on making their accounting systems workable and reliable.

Along with their expertise and extensive resources, Carton Craft Supply will tell you that a major key to Southeast Computer Solutions' success is being accessible to its customers and making them feel like they are the most important customer they have, every day.

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