

Scientific & Chemical Supplies



Scientific & Chemical Supplies Finds a winning formula with Sage 1000



The company

Established over fifty years ago to supply local industry with laboratory equipment and chemicals, Scientific & Chemical Supplies Limited now has over one hundred employees across three main divisions.

Today, Scientific & Chemical Supplies has become one of the UK's leading science equipment suppliers to the education market, offering over 8,000 products. It is also a major supplier to laboratories in a wide range of industries and sectors, from aerospace and automotive to food manufacturing. Its international division supplies customers in some sixty countries and offers particular expertise in the delivery of large projects and tenders.

Throughout its history, the West Midlands based company has retained its family values and a strong focus on customer service. In the late 1990's it opened branches in Aberdeen and Cork and in 2002 acquired a further branch in Paisley to provide local and personal service on a regional basis.

The challenge

Scientific & Chemical Supplies had found its business expanding rapidly in recent years. This was due to its network of regional branches, far reaching international presence and its increasingly complex product range.

The company had recently won exclusive distribution agreements and developed innovative products for the education and laboratory markets. In addition, its international division had won a number of large tenders resulting in the expansion of that part of the business.

Scientific & Chemical Supplies found that as they grew, its current IT systems no longer met requirements. The company now had a need for a more sophisticated IT environment which provided them with a single, holistic view of the business. This would enable it to cut costs and improve efficiencies but more importantly to manage their customers better. The company had set itself a 10 per cent growth objective with the cross-selling and up-selling to existing customers as one area of focus to help achieve the target.

Scientific & Chemical Supplies already used Sage Line 500 for its back office requirements and ACT! software to help manage its customer relations but had stretched the systems as far as possible. With ambitious growth plans and the increased complexity of its business model, the company needed a new IT system.

"As a longstanding CPIo customer, Scientific & Chemical Supplies turned to CPIo to help them find the right solution." Comments Philip Palsler, Operation Director.

Scientific & Chemical Case Study



The solution

CPIO quickly recognised that Scientific & Chemical Supplies' requirement for a single business solution, combined with its long term growth plans made it ideally suited for Sage 1000.

Sage 1000 was Sage's brand new flagship product and had been developed by CPIO before its adoption by Sage. Its combination of a fully integrated system held on a single database would enable Scientific & Chemical Supplies to manage all aspects of its complex operations through one IT system. CPIO demonstrated to Scientific & Chemical Supplies how it would be able to manage all elements of its extensive support service empowering both remote and office-based customer service staff whilst also enabling back office management through the same solution.

CPIO also showed how Sage 1000 would give Scientific & Chemical Supplies access to previously unavailable, yet critical data. This would enable the company to dramatically improve its business processes through the deployment of dynamic dashboards and reporting tools which would facilitate the management of its entire business.

CPIO worked closely with Scientific & Chemical Supplies throughout the implementation process ensuring the project ran to schedule and any disruption to the business was kept to a minimum.

The benefits

"Today, Scientific & Chemical Supplies has a single business solution that spans its entire organisation and provides 360° visibility of its operations. Sales staff out in the field and customer service teams in the office can now share key information on customers, whether it's a quotation, request, order or complaint. Meanwhile they can also access customer orders and order information for the first time giving a totally holistic view of the status of any customer at any point." Continues Philip Palser.

Scientific & Chemical Supplies looked to Sage 1000 to help it manage growth. Now dashboards provide critical sales and key performance indicator information to all who need it. For example, territory managers or other key staff can view their territory to see at a glance how it is performing against budget or view their latest orders on a day to day basis.

Sage 1000 enables Scientific & Chemical Supplies to meet the needs of its customers and gain competitive advantage. Customers are benefiting from improved customer service as employees now have access to all their details, enabling a fast, efficient service. This has improved customer retention and will drive down costs as efficiencies continue to increase throughout the company.

The future

Working with CPIO, Scientific & Chemical Supplies is now looking to further enhance its Sage 1000 solution through the implementation of a mobile solution. This will offer improved customer service and continue to drive increased efficiencies across the business as the field staff will be able to manage their time more efficiently.

The company is also looking to implement specific modules for eCommerce in the near future.

CPIO is a leading provider of business solutions for the mid-market specialising in Sage 1000, Sage Line 500 and Sage 200.

CPIO can also offer market-leading CRM solutions in SalesLogix, Sage CRM, ACT! and Microsoft Dynamics CRM.

For more information on how CPIO can work with your business please contact the Marketing Department on: 0844 880 6140

*CPIO Limited
111-113 Fort Dunlop
Fort Parkway
Birmingham B24 9FD
marketing@cpio.co.uk
www.cpio.co.uk*