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Mark Fagan, Managing Director
lab mode



[SAP Business One]

lab mode Case Study

Project Summary

Client: lab mode
Industry: Medical Devices,
Distribution
Location: Milton Keynes
Solution: SAP Business One

Key Benefits:

- Single integrated solution
- Quick turn around of quotations
- Complete visibility in real time
- Efficient purchasing process
- Increased efficiency of staff
- Robust CRM
- Efficient and timely reporting
- Increased warehouse management efficiency
- Ability to make faster more accurate business decisions

Background

lab mode were a startup company with three staff whose main focus was the supply of specialist laboratory equipment to the scientific market place. They have now been trading for three years, have a Turnover of over £2.5 Million and have recruited an additional two members of staff.

The Challenge

When Mark Fagan embarked on this new venture his priority was to have a robust and scalable software solution to help run and grow with his business.

"We were looking for an off the shelf solution that had the flexibility to allow our company to grow but didn't run our business for us. We did not want the software dictating to us how we would operate on a day to day basis."

The industry, Medical Devices, although specialist is highly competitive and for lab mode, being able respond to prospect enquiries and changes in supplier list information in a timely and accurate way was key.

The Solution

Mark had seen a demonstration of SAP Business One.

"From what I had read and researched the solution was perfect for what lab mode required both in terms of functionality and of course importantly price."

SAP Business One is an integrated accounting and business management software solution designed specifically with smaller and mid-sized businesses in mind. It is both easy to use and affordable. This fully integrated product helps companies such as lab mode bring Sales, Financial Management, Banking, Purchasing, Manufacturing, Stock control, and Customer Relationship Management together all in one flexible, responsive system

A key requirement for Mark Fagan was a comprehensive Sales Quotation and Order Processing system that would allow lab mode to provide fast, accurate and professional looking technical quotes within minutes of the request being received.

"The most important factor for us was the ability to produce high quality technical quotations from our business ERP solution without having to rely on separate solutions to produce the quotes."

With average quotations having multiple combinations of product lines, SAP Business One allows lab mode users to quickly build complex multi-level technical quotes.

Marks next task was to select an SAP Business One Partner.



"I chose Codestone primarily because of their experience with the product and their attention to detail. They took the time to really understand what as a new business we were trying to achieve and demonstrated how with SAP business One and Codestone's expertise we could achieve this"

Implementation

Being a new start up lab mode did not have any legacy information to migrate into SAP Business One, although they did have over 2,500 product lines to enter into their system. Data migration is one of the core skills of Codestone's Implementation Consultants. With their vast experience of completing complex customer migrations from solutions such as Sage, QuickBooks, Pegasus Opera and other bespoke systems, Codestone were able to automate the time consuming process.

As some of lab mode's staff had very little IT experience to speak of there was understandably some initial apprehension towards adopting a business wide IT system, though these fears were quickly allayed once users started training on, and using the system.

Mark Fagan explained,

"None of us had ever used a business system before. We had a steep learning curve but because we were in control of the software it worked with us and has become a highly effective tool in our small company".

SAP Business One is designed from the ground up with smaller to midsized businesses in mind. It is easy to use and very intuitive, allowing for a rapid adoption across a broad spectrum of users.

"We had to overcome some hesitancy in the workforce to accept the benefit of the new software but that was quickly overcome once the system was up and running".

A major factor to the success of the implementation and one of the main drivers for choosing SAP Business One from a host of other possible systems was the flexibility and high level of customisation of the system and in particular the ability to design and configure complex quotations.

A typical lab mode quote will have 50-60 lines of items with multiple configurations and bills of materials, so Mark required a system that would allow him to build quotes that could not only contain a high level of technical specification but also appeared aesthetically pleasing.

"We spent a lot of time designing the layout and had tremendous help from the Codestone Consultants. Without them the quotation side may not have worked the way we wanted it to."

Benefits

"The ability to produce market leading high quality technical quotes from the same software that manages the business means only one product database is required. We can go from quotation to sales and from sales to procurement at the click of a button. This means a more streamlined operation."

With functionality such as back-to-back ordering, users can at the click of a button create purchase orders straight from receiving an order and as the system is fully integrated, information can be automatically carried over from a sales order straight into a purchase order, meaning lab mode are able to react and respond faster than many of their competitors.

Finance and stock control have also greatly benefited from using one fully integrated system, meaning that data is not needed to be re-entered into the system, cutting down the risk of human error and allowing Mark and his fellow directors to have an up-to the minute and accurate view of the entire business.

The Future

lab mode have numerous plans to expand the use of their SAP Business One solution with their most immediate project being the adoption of the Crystal Reports add-on for SAP Business One. This will allow them to gain even more control over the design of their documents such as quotes, invoices and delivery notes but will also provide them with the tools to achieve an even stronger level of reporting and in turn visibility across the business.

lab mode also continue to utilise Codestone's support resources whenever they need any help or guidance with the system.

"The technical support from Codestone has been flawless. Where they deal with a problem it is always efficient and professional. Overall we are very happy with our choice of both business system and provider."

To summarise Mark said

"There are always areas for improvement but overall SAP Business One has become an invaluable tool for the entire business."

To contact Codestone call today
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