beONEsolutions
the global SAP® rollout experts

AT A GLANCE

Industry

Distribution of sanitary, kitchen and furniture products

Key Challenges

- **A lack of visibility over inventory levels**
- **Inefficent manual procedures**

Project Objectives

- **Have an integrated real time system**
- **Reduce human errors**
- **Improve customer service**
- **Better control of inventory**
- **Increase staff productivity**

Solutions & Services

- **SAP® Business One**
- **SAP Mobility**
- **Sales Web-Portal & WMS**

SAP
Gold Partner

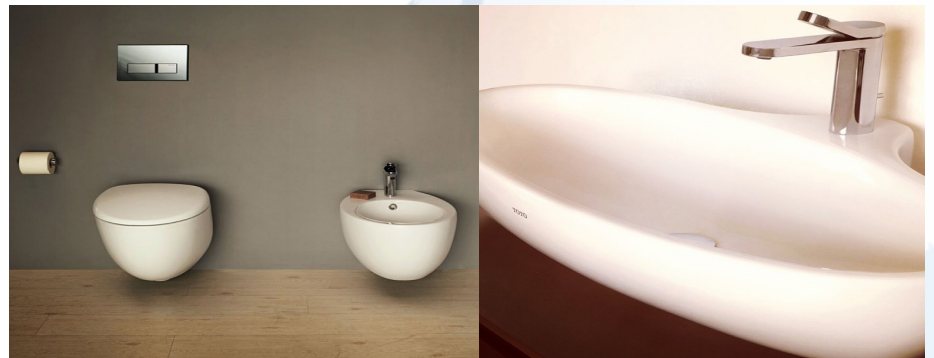SAP Customer Success Story
W.Atelier Pte Ltd

"SAP Business One is a fully integrated system with fairly advanced functionality. In terms of price, it is much more economical than SAP R3 or A1. So, for small to medium size businesses, I think it's a good investment."

Gani Atmadiredja – Managing Director

W.Atelier Pte Ltd

W.Atelier is one of the pioneers in sanitary products industry; established in 1979. W.Atelier is the sole agent of the TOTO brand in Singapore, providing complete bathroom solutions. Recently, the company has diversified into new lines of business and now offers the Italian brand called "Novamobili" for kitchen and furniture products. It also has a considerable presence in Indonesia, making it not just a Singapore mainstay, but a regional player.

Motives for Change

Due to business expansion, W.Atelier required a new integrated ERP system to provide real time information, automate processes and improve productivity. The previous system operated on a IBM AS/400 platform. W.Atelier increasingly found that there were significant data inaccuracies occuring, particulary concering their stock data. In the main this was due to their previous software being a batch processing system, posting transactions only at scheduled times and not accounting for inventory movements on real time basis;

"The more and more transactions and movements of stocks we had, the greater the inaccuracies, we knew that we couldn't progress with that solution as our IT platform."

Evaluation

W.Atelier evaluated a few software in an effort to determine which solution was the most applicable. Their previous vendor also offered to upgrade them to a new version of the system, which had several improvements on the old system, and was the low cost option. W.Atelier first came to hear about SAP Business One through regular leaflets that were sent by be one solutions and decided to review the system.

"At the time there were 3 of us reviewing the system, Mr Gani my CEO and my CFO, all of us were impressed by how easy the system was to use and customize to our business. "

Other reasons for W.Atelier choosing SAP Business One included the comfort that the SAP reputation provided them and the expertise shown by be one solutions during the pre-sales process.

Implementation and post-implementation benefits

The W.Atelier project started in Dec 2008 and went live 6 months later in. As with any project, there were challenges to be faced along the way.

"There were some difficulties in the beginning with envisaging how we could use the system and the new capabilities it had, fortunately we received some useful advice from be one solutions and after initial difficulties we were happy that we met our targeted go-live time."

There are a number of measures which define whether an ERP project is successful, but by far the most important is the return a company sees on their investment (ROI) and how quickly they receive that return. This can be difficult to measure and quantify, in the case of W.Atelier there were a number of features that provided significant benefit:

• **Sales price list** - The price of items can change from month to month. Previously W.Atelier would manually input these changes into the system from an excel worksheet, a time consuming process. With SAP Business One, they can easily import the data from the excel spreadsheet using the Data Transfer Workbench feature. A process that takes just minutes.

• **Pick list function** - Staff were required to manually print out the pick list document and fax it back and forth between departments. Now, using the Pick and Pack function of SAP Business One, everything is integrated. Once the data is keyed-in, other departments can access it and easily print direclty from the system.

• **Financial closing** - Closing time was shortened from the 18th to the 10th of each month, a saving of 8 days.

Further Enhancements

W.Atelier is a company committed to using technology to drive business performance. Since the initial SAP Business One system implementation there have been a number of other initiatives to deliver additional functionality and applications;

"SAP Business One has given us the core that we want to build on, after we became accustomed with the system we embarked on projects such as warehouse management, scanning and barcoding, e-commerce and internal web-portals for staff to use on ipads in our showrooms. Some of those projects are on-going, we hope they can take us to the next stage."

These further enhancements and additional applications have been developed and delivered by be one solutions' in-house team, functionality such as warehouse management and e-commerce platforms are available to all of be one solutions' customers.