



BAASS Delivers Stellar Service To Posera

A SageCRM Success Story

Posera, Inc. is a leading provider of point of sale software and hardware to the hospitality and restaurant industries. Based in Canada, and with offices across the USA, the UK, and France, Posera serves more than 20,000 customers worldwide through a network of more than 150 active distributors. The company's flagship product, Maitre'D Software, is published in several languages. Posera's unwavering commitment to customer service and continual investment in research and development earn the company an exceptionally high 85 percent customer retention rate. To sustain and build on its success, Posera relies on SageCRM and the capable consultants of BAASS Business Solutions.

Integration is the Order of the Day

As Posera grew, it found itself struggling to manage several different software packages across various office locations and departments. Allen Shulman, chief financial officer at Posera, recalls the situation, "We knew we needed to invest in an integrated business technology solution that would serve the entire organization. Of primary importance was a 360 degree view of our customers—not just for our sales team, but for our service, support, and accounting-related interactions as well."

Posera considered three integrated ERP (Enterprise Resource Planning) and CRM (Customer Relationship Management) solutions before deciding on Sage Accpac ERP and SageCRM. "We performed a SWOT (strengths, weaknesses, opportunities, and threats) analysis involving all three solutions. In the end, we felt the integration in the Sage Software solution was better. It provided the value, the feature set, and the integration capabilities we were after," Shulman says.



BAASS, a Sage Software Authorized Partner, was hired to implement SageCRM for Posera. "We brought in the experts," Shulman adds. "We wanted a company with a great deal of experience implementing SageCRM in complex environments, like ours."

Strategic Planning Pays Off

The Sage Accpac ERP with SageCRM solution has proven to be the ideal solution for Posera—flexible enough to handle the company's unique business processes, with broad functionality to address all of its requirements. The flexibility inherent in the software enabled BAASS to configure SageCRM to match Posera's specific workflows, including integration with the company's accounting software.

Company-Wide Information Sharing

As an opportunity is converted to an order in SageCRM, the order is automatically created in Sage Accpac. To help customer support staff deliver better overall service, SageCRM provides easy access to accounting related data such as

Customer Information:

Posera, Inc.

Headquarters:

Montreal, Quebec

Industry:

Software Development

Web Site:

www.posera.com

Sage Software:

SageCRM

Sage Accpac ERP

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About BAASS Business Solutions

BAASS is a full-service technology consulting firm with more than twenty years of experience. BAASS specializes in providing quality solutions, services and support to corporate and community-based organizations across Ontario and Quebec. BAASS is a proven Premier Solution Provider for Sage Accpac as well as an IBM Business Partner and Microsoft Certified Gold Partner.

The focus is on increasing customer efficiency and productivity by implementing the 'right' technology supported by customization and training, designed to enhance business profitability and growth capacity.

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credit terms and recent payments.

A salesperson working in Seattle can generate a service request for a customer and the software will notify the appropriate support personnel in Montreal. That same salesperson can then monitor the support case to provide a continuity of service Posera’s customers appreciate.

Monitor Marketing Effectiveness

Using SageCRM, Posera tracks the source of every opportunity in its pipeline. “We can track a specific sale back to the trade show that generated the lead,” Shulman explains. “We can uncover how many leads that trade show generated, how many resulted in a sale, and the dollar value associated with the sales. This information helps us make the best use of our marketing dollars.”

Management has clear insight of what is in the sales funnel, can evaluate where marketing dollars are being spent, the effectiveness of that spending, and monitor how each member of the sales team is performing. “It’s opened that window between the accounting and sales side of the

business that blends everything together,” Shulman says.

Measure the Savings

Shulman says the Sage Accpac with SageCRM solution is saving Posera time and money. “People are more efficient, so they are able to get more work done,” Shulman adds. “We’ve only been live for about one year, and we’re already seeing a 10-15 percent increase in our efficiency. That efficiency boost comes from the easy, company-wide access to data. All our information is in one location which means fewer wasted steps and better, more secure, and reliable data.”

A 360-Degree Solution

With assistance from BAASS, Posera found a true end-to-end business management solution that delivers the complete customer-focused view it requires. “We can now see our customer relationships from all angles,” concludes Shulman. “We really have a 360 degree view of our customers and our business.”



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