An ERP success story - British Canadian Importers (BCI)

The challenge

BCI needed to replace its aging accounting legacy software. They ultimately chose BAASS Business Solutions and Sage. Prior to choosing any specific software or technology, BCI engaged BAASS in their Confidence Boost analysis.

The solution

With the Confidence Boost analysis, BAASS was able to learn BCI's operations inside and out, as well as quantify the potential impact of business process improvement. BAASS identified Sage 300 ERP as the best fit for BCI, and proceeded with the implementation.
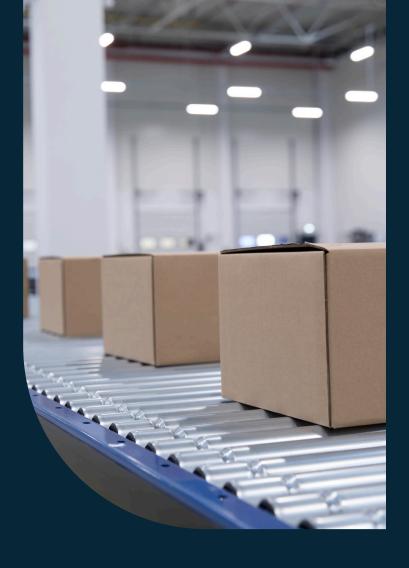
The result

Marilyn Bergen highlights the early benefits of Sage 300 ERP, including improved billing, customer engagement, and reporting. She praises the faster access to critical information and ongoing discovery of new features. Marilyn adds that the real value comes from the close partnership with BAASS, which goes beyond typical vendor-client relationships.

"It's something else to have a technology partner that's focused on your business and with you every step of the way like BAASS was"

Organization
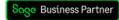British Canadian Importers
Location
HQ - Vancouver, BC
Industry
Distribution Industry
Sage Partner
BAASS Business Solutions

British Canadian Importers (BCI)

British Canadian Importers (BCI) provides ingredients, packaging, and distribution to the food service and processing industry throughout Canada. Started in the 1930's, the company has been in business for over 80 years. As their business grew, they expanded from importing and distributing food ingredients to include packaging and equipment categories as well.

BAASS Business Solutions, an IT consulting firm and Sage Authorized Partner based in the Vancouver area, has recently completed implementation of Sage 300 ERP and Sage CRM for British Canadian Importers (BCI). The successful ERP project has brought new operating efficiencies and competitive advantage to BCI who provides ingredients, packaging, and distribution to the food service and processing industry throughout Canada.

BCI needed to replace its aging legacy accounting software, ultimately choosing BAASS Business Solutions and Sage. According to Marilyn Bergen, Operations manager at BCI, "Our old ERP system wasn't keeping pace with company growth. Too many tasks were being done manually or outside the system and operating costs were growing."

Before choosing any specific software or technology, BCI engaged BAASS in their Confidence Boost analysis. BAASS was able to learn BCI's operations inside and out and then quantify the potential impact of business process improvement. As a technology provider offering a range ERP options from multiple vendors, a Confidence Boost provides a framework to focus on the customer rather than focusing on ERP product capabilities. After identifying Sage 300 ERP as the best fit for BCI, BAASS began the implementation.

Marilyn says the benefits of their new technology have just begun, starting with process improvement and efficiencies in bedrock activities like billing, customer engagement, and reporting. "With Sage 300 ERP, critical information is available to us much more quickly and reporting is far more accurate. It seems that every week we learn new ways to harness the system's power. It's like a whole new world."

Ultimately, Marilyn asserts that BCI found the real reward comes from a combination of the technology and implementation partner. "Many companies would be happy just to implement a new ERP system within a reasonable time and budget. It's something else entirely to have a technology partner that's focused on your business and with you every step of the way like BAASS was. You don't get that in your typical vendor-client relationship."

That relationship draws similar rave reviews from BAASS Business Solutions' Glen Mund. "It was a fun project and real pleasure to work with BCI. Our two organizations are symbiotic and we saw eye-toeye right from the very beginning. It's something that goes beyond just the software, tools, and technology. This is how we'd like all our projects and client relationships to be."