



Manufacturing Company Relies on Clients First for Successful SAP Business One Project Roadmap



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Lyle Halstead, Controller, Univertical



Customer:

Univertical LLC

Website:

www.univertical.com

Location:

Angola, Indiana & Suzhou, China

Industry:

Manufacturing

Customer Profile:

Univertical has been serving the worldwide plating industry since 1938, as a manufacturer of high quality copper anodes, chemicals and cyanides.

Highlights:

- ▶ Recovered from failed project with detailed preparation.
- ▶ Restored confidence in new SAP Business One Partner.
- ▶ Completed project on time and below budget.
- ▶ Saved \$50,000 a year plus manual entry due to new process.

Clients First Business Solutions

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The Company

Univertical is a manufacturer of copper anodes as well as high purity chemicals and cyanides for the plating industry. They chose to run their business on SAP Business One because it is a secure system they could trust to provide data integrity.

Univertical had operated as a private company since 1938. When they were purchased in 2012 by a public company, they were required to consolidate their General Ledger from four companies into one and move from a Standard to Moving Average cost model.

Lyle Halstead, Controller at Univertical, describes why this corporate mandate proved to be a challenge and how it impacted their future with SAP Business One.

The Challenge

When Univertical initially made the change from Standard to Moving Average costing, the project failed.

“Our former SAP partner did not prepare us for what it would take to make this work within our current system. We quickly realized it was not set up properly and we had to change everything back to Standard costing and reevaluate.”

This cost the company a tremendous amount of time, money and stress. They knew they needed to find a new SAP Partner that could prepare them for a successful transition.

Clients First was the answer.

The Benefits

Supported by Regional and National Experts

“All of that time, effort and headache led us to pursue a different SAP Partner and we were very diligent in our selection process. I was looking for a partner that was close to us so they could come onsite when needed, but also large enough to handle our needs. I like the fact that Clients First is a Gold SAP partner that has a local office and additional regional offices they can lean on. They have experience in our manufacturing industry and I was impressed that they provided a reference I could speak with who was in a similar situation.”



Clients First is not just our name; it is how we do business.

We really do put the needs and concerns of our clients first. We spend the time necessary to understand your current technical environment, business processes and goals and match those up with the best business solutions available.

Clients First is a Gold certified SAP Business One Partner with seven offices in the United States, specializing in installations, upgrades and consulting services.

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Focused on Understanding Our Needs

“What drew me to Clients First was their approach of really trying to understand their customers’ needs, just like their company name. They did a detailed study to learn more about our business, what we were doing and what we wanted to accomplish. We came to understand that our best option was to upgrade our version of SAP Business One to get the functionality we needed. So instead of just one project, we also had to plan for an upgrade.”

Provided a Structured Road Map

“Clients First had a very structured approach. They laid out the road map and gave us a range of hours to complete the project. They got the right people involved, made sure we all knew our roles and had check points along the way to make sure those assignments were being completed.”

Project Was On Time and Under Budget

“We had a short time frame to get the project done by the end of the year. We needed to upgrade to a new version and the move from Standard to Moving Average costs. Clients First helped us finish before the deadline, and the final cost was below the low end of their budget range. The project was on time and under budget.”

Saves \$50,000 a Year Plus Manual Entry

“Successfully making the change to our costing method saves us about \$50,000 a year plus several days of manual entry. In the past we updated the system a few times every year when the costs of raw materials changed. We had to do manual entry and pay our old SAP consultant for help. Now, the system will update costs automatically with every transaction.”

Partnership Inspires Confidence

“Working with Clients First gives me a confident feeling. They are there when we need them but they are not constantly trying to sell us something. I feel comfortable knowing their resources are available if we have a small issue or a major project. They are very responsive to our needs. They have the expertise and patience to help us make the right decisions and execute the right plans.”

Univertical feels confident they have an SAP Business One Partner they can rely on now and in the future - a partner that provides more than just support, but is a true business advisor.



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