

CPC Modernizes their Sales Order Process to Drive Revenue Growth

SAP Business One



SAP Business One digitally transforms the way Compliance Poster Company does business.



ABOUT



Based in Los Angeles, Compliance Poster Company (CPC) provides a full line of federal and state labor law and safety posters, including All-On-One™ posters for the 50 states, DC, PR, and Canada. CPC also creates city and county labor law posters as well as posters specific to industries and businesses. All CPC products and services are supported by 31 employees, including an in-house Legal Research Department with expert Compliance Advisors who work directly with companies to meet their particular compliance requirements.



SAFETY COMPLIANCE LABOR LAW

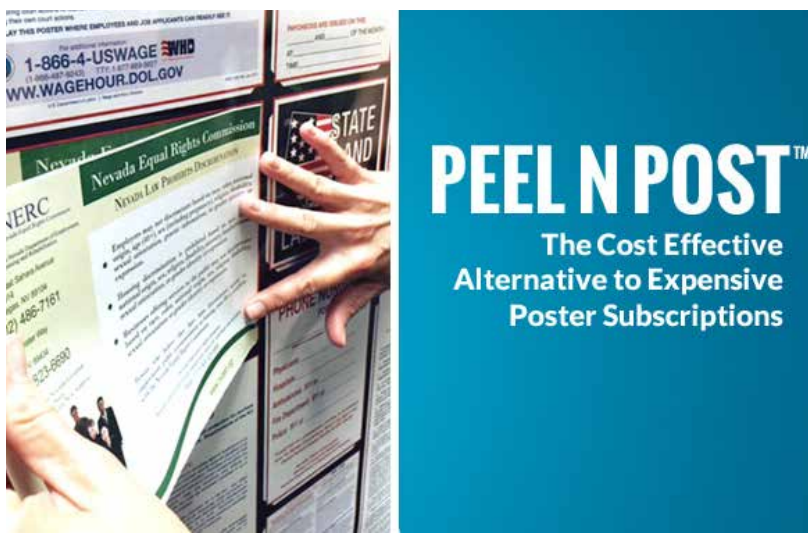
Establishing order while saving costs

With fast growth came the need to more tightly control the sales order process at Compliance Poster Company (CPC). Multiple people are involved in product sales, and that was making it difficult for the company to establish standardized constraints around the process – especially as they relate to customer credit. “Sometimes salespeople had a tendency to release orders, because they weren’t paying attention to credit. At the other end of the spectrum, obtaining an increase to a customer’s credit or requesting a credit check was taking too long for a fast-paced sales team,” explained Anthony Flores, Operations Manager at CPC.

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In addition to the sales order process, CPC’s management team wanted to instill order and automation across numerous parts of the business. At the same time, they sought to optimize the cost savings that could arise from expanding to a second distribution center in Virginia.

Knowing that their existing accounting software platform was not up to the task, CPC looked to bring in an ERP platform. They had concluded that only an ERP system could efficiently address the sales order process issues and improve the business in all the other areas that were being challenged by rapid growth.



SAP Business One brings flexibility and choice

Anthony and his Operations team were tasked with identifying the ideal ERP system for their small, but fast-growing business. As they evaluated ERP platforms, they focused on three key criteria:

- 1** Versatility to establish, automate and/or improve a wide range of business processes
- 2** Flexibility to allow customizations/modifications to suit CPC's unique needs
- 3** Popularity among an ecosystem of add-on solution partners for new capabilities

In the end, CPC selected SAP Business One (SAP B1) to serve as their business platform, comparing favorably against MAS 90, Microsoft Dynamics and Oracle's NetSuite. "SAP B1 offered such versatility, and we'd be able to modify it in so many ways," said Anthony. "Add the fact that it was SQL-based at the time, and it became a no-brainer decision." There had been a few Finance team members pushing for NetSuite. Yet, they soon discovered that it was severely limited to what the product offers out of the box. "We loved the small add-ons and what we could do ourselves. We do a lot of our own queries," said Anthony.

 **Business One**

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Improvements across the business

With SAP Business One installed, Vision33 helped CPC implement Boyum as the primary add-on that handles all the company's critical process automations. Most importantly, Boyum has helped establish order and compliance in the sales order process.

If a customer lacks the required available credit for a particular order size, Boyum knows that and automatically places the order on accounting hold. In certain situations, it will even prevent order input from sales. To ensure any accounting hold gains immediate attention, Boyum immediately sends an alert (via SAP Business One) to the Sales department as well as the Accounting, Production and Graphics departments.

Boyum also routinely auto-checks inventory, placing products on backorder when there is a shortage of component parts and orders on hold when customer credit is insufficient. "The Boyum add-on saves us from having to put out credit-related fires and chasing customers for payment," added Anthony.

Saving on delivery costs

CPC serves customers from two distribution centers located in California and Virginia. With warehouse costs far lower in Virginia, CPC tries to distribute as much product from there as possible. Using SAP Business One and Boyum, Anthony's team automates the selection of the optimal shipping choice in terms of which warehouse and shipping partner. "We use FedEx, UPS and everyone. If an order calls for delivery within Zone 7 or Zone 8, the Virginia center gets that order along with the best-fit shipper for it," explained Anthony.

To maintain centralized control over distribution, SAP Business One still manages CPC operations and processes all orders from the California headquarters location. To complete fulfillment, SAP automatically treats the Virginia location simply as a separate warehouse. The production department in Virginia receives the order via their SAP B1 access, picks up the order, fulfills it and ships it from there.



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Improvements across the business

From the outset of its SAP Business One-Boyum integration, CPC gained immediate ROI from Boyum's print delivery functionality. When Boyum recognizes that a customer account has an email associated with it, Boyum will direct SAP Business One to perform all communications via email. This step alone saves CPC more than \$60,000 per year in USPS costs.

Gaining fast backup and recovery

Today, CPC is running two SAP Business One versions – one that is live and on-premises and the other as a backup in the Amazon cloud. CPC made this improvement after being victimized by a ransomware attack that caused the company to lose three days of activity data. "We have the live SAP. Then, if something fails on our server at HQ, within 30 seconds we're rolled over to the Amazon cloud version," Anthony explained. Today, with full SAP Business One redundancy in the cloud, CPC is backing up their physical presence and replicating data on a continual, real-time basis. Whenever their servers go offline for any reason, the firewall automatically rolls us over to the Amazon cloud version. On the rare occasions that on-premises servers are offline, the company only loses 30 seconds of activity data.



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Enabling WFH in the pandemic and beyond

WFH, or working from home, became vital to many companies' survival during the 2020 pandemic. SAP Business One made WFH possible when CPC was impacted by the pandemic. Using the company VPN, CPC management was able to set people up at home with their computers, workstations and phones. "Because B1 works great over VPN, WFH is now being turned into a business norm, even post-pandemic to save on real estate costs. Our 10,000-square-foot Virginia warehouse is a quarter of the cost of our smaller one here in California."

SAP Business One is also enabling CPC management to offer WFH as an ongoing employee productivity incentive. Employees who perform well are given the choice to work from home as they desire.

The benefits of working with Vision33

With SAP Business One underlying so many aspects of the CPC business, the company has incorporated a large number of complex add-ons over the last decade to maintain strong competitive advantage. Yet, they lacked the technical resources to make them all happen. That is why they work specifically with Vision33. “They’re pretty much the only SAP Business One partner that has the substantial size along with broad and deep ERP expertise. “Whether it’s accounting, programming, understanding the taxes, they have all the right resources,” stated Anthony.



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The SAP Business One logo, with 'SAP' in white on a blue square background, followed by 'Business One' in blue text.



Vision33 (www.vision33.com) helps growing companies deliver on the promise of technology through enterprise resource planning (ERP) solutions, including SAP Business One and Sage Intacct, automation, and integration solutions. Vision33 has the people, processes, and technology to help businesses solve everyday challenges and seize new opportunities for growth and transformation. With proprietary solutions such as iDocuments and Saltbox, Vision33 helps businesses leverage the right transformative technology for their digital transformation journeys.

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