

“SAP Business One gives us the foundation to double our business. Our customers are better taken care of and we can see all aspects of our business.”

Mark Yager, General Manager, Sigma Safety

Customer Profile

Sigma Safety is a privately owned public safety equipment supplier based in Surrey, British Columbia. The company provides vehicle equipment, enforcement tools, and personal gear to public safety officers across Canada. With over 15 years of full-time involvement with the public safety industry, Sigma Safety is dedicated to providing great customer service industry through a hands-on approach and open communication with its customers.

The Challenge

As a fast-growth company, Sigma Safety outgrew its spreadsheet and small business accounting software in less than a year of its inception. Without a formal inventory management system integrated with its business back end, the company was required to manually count inventory during order fulfillment. Determining supply on-hand required physically checking the warehouse each time a customer placed an order by phone. Having outgrown its stop-gap solution faster than anticipated, Sigma Safety realized that its system wasn't sustainable given the small number of employees and growing number of customer orders. The company needed an integrated business solution that provided the scalability to reach its goals both today and in well into the future.

The Solution

After months of researching accounting solutions, Sigma Safety selected SAP Business One because it enabled the company to manage inventory more effectively and ultimately create a better

customer experience. By choosing SAP Business One, each Sigma Safety employee can access real-time information and reporting instead of manual stock keeping each time a customer order is fulfilled. Now, each employee has access to an accurate count of how much inventory is available, what is turning fast, and what is not. This gives Sigma Safety a real-time snapshot of company performance and provides tools to help the company forecast demand each month.

Because Sigma Safety's customers are public servants in an industry that works around the clock, Sigma Safety has found a way to provide even more value to its customers by ensuring that they have inventory in stock at all times. Through SAP Business One, Sigma Safety has also improved its order management, purchasing processes, and warehouse management. With these improvements, Sigma Safety's customers can rely on them to have the public safety equipment they need in stock and delivered and in a timely manner - an assurance the competition can't provide.

Working with Vision33

Vision33's Vancouver-based office provided Sigma Safety with the local support needed for a successful implementation. Because Vision33 is the number one SAP Business One reseller in North America, Sigma Safety has access to the right amount of world-class technical resources and support services needed. "It's nice to have local representation. Vision33 came down regularly to make sure we're using SAP Business One to its full extent," said Mark Yager, General Manager, Sigma Safety Corp. "During that time, they helped us streamline our existing processes and identify other areas that would benefit from SAP Business One."

Company

Sigma Safety Corp

www.sigmasafety.ca

Industry

Public safety equipment supplier

ERP System

SAP Business One®

Summary

With the help of SAP Business One, Sigma Safety now:

- Manages and fulfills orders more quickly and efficiently
- Has complete insight into its inventory - streamlining both purchasing and warehouse management
- Offers a more consistent customer experience
- Processes twice the number of customer orders