



## VIETRI

### Italian Tableware Company Hosts Efficient Operations on SAP Business One® Cloud on Amazon Web Services (AWS)

“ SAP Business One Cloud on Amazon Web Services (AWS) has streamlined our processes and helped us become one of the fastest shippers in the industry. Whereas the competition can take several weeks to deliver an order, VIETRI can do it within 2 to 3 business days on average. ”

Jodi Davis,  
Customer Service and IT Manager, VIETRI

Company

# VIETRI

IRRESISTIBLY ITALIAN

Name: VIETRI

Industry: Tableware Distributor

#### Solutions:

SAP Business One Cloud, Nware, EDI Integration, Valogix, Vision33 Sales Portal and Vision33 eCommerce

Headquarters: Hillsborough, North Carolina

[www.vietri.com](http://www.vietri.com)

#### Business Challenges

- Legacy business management solution no longer able to keep up with scale of operations.
- Software at risk of becoming obsolete and losing support without a clear product roadmap for the future.
- Manual data reporting was inaccurate, time-consuming, and inefficient.

#### Solutions

- Flexible business management solution capable of adapting to the company's mature business processes.
- Integrated business management solution connects warehouse inventory with rest of the company.
- Real-time anywhere access to accurate information provides insight into day-to-day operations.
- Safe and secure AWS Cloud hosting enables company to focus on running business instead of IT.

#### Benefits

- Scalable solution supports growing number of sales orders worldwide.
- Visibility throughout supply-chain through better real-time reporting.
- Streamlined processes reduce shipping to days instead of weeks.
- Robust ERP solution scales with business for continued support into the future.

Vietri began as a family trip to Italy when daughters Susan, Frances, and their mother Lee Gravely were captivated by their hotel's dinnerware and tableware. They brought back with them from their trip a complement of colorful handcrafted dinnerware from the local artisans and soon after friends and family expressed interest in owning such unique pieces. Since then Vietri has become the largest importer of handcrafted Italian tableware and home decor products, working with family owned and operated factories throughout Italy. The table was set; all they needed now was an enterprise resource planning (ERP) solution that could help management keep up with the latest customer trends. They sat down with global IT professional services partner, Vision33, and chatted about how SAP Business One Cloud on Amazon Web Services (AWS) could help. The solution's real-time reporting and anytime anywhere access left Vietri inspired with information about their business.

## The Challenge

As the largest importer of handcrafted Italian tableware and home decor products in North America, VIETRI's business requires managing multiple vendor relationships throughout Italy, and maintaining a large volume of inventory on hand. After the family-owned company grew from its humble beginnings in 1983 to supplying luxury department stores all over North America, they found that their business management solution could no longer keep up with the company's growth. Manually generating reports to track an increasing volume of orders, transactions and stock had become tedious and costly.

Moreover, times were changing. Technology had progressed since VIETRI implemented their first business management solution. Since that time, the system that they were using had become obsolete and at risk for losing support with no clear product roadmap for future development. VIETRI realized that they needed an integrated business management solution that could automate their current reporting processes and give them the flexibility to meet their future business needs.



## The Solution

VIETRI realized that to meet their business needs they would need a flexible business management system; a solution capable of adapting to the company's mature business processes while allowing for greater insight into their operations. That's why they chose SAP Business One Cloud on AWS.

With an SAP Business One Cloud on AWS, the company gained access to a rich ecosystem of certified industry solutions that are capable of handling VIETRI's increase in product demand and reporting and analysis requirements.

VIETRI's solution includes EDI integration, Valogix inventory planner, NWare warehouse management system, Vision33 Sales Portal and Vision33 eCommerce – all seamlessly integrated with SAP Business One Cloud. And now that their business processes are tightly mapped with the solution, VIETRI is running its business more efficiently than ever. The most dramatic change has been in the company's ability to streamline their inventory management and reporting.

"We have hundreds of reports in SAP Business One Cloud and use them across our company to help us run our day-to-day business," says Jody Davis, Customer Service and IT Manager of VIETRI. "From sales reporting, booked orders, open orders, and future orders to orders that require credit card approval and more."

Mark Gabriel, Chief Financial Officer of VIETRI adds, "Our Italian vendors require us to operate with multiple currencies. SAP Business One Cloud on AWS natively handles all the currency translations in real-time which saves a lot of reconciling time and improves accuracy. The general ledger structure allows for a flexible chart of accounts that is easy to use. All the sub-ledgers are integrated that allows for a streamlined reporting process."

Since implementing SAP Business One Cloud on AWS, VIETRI has achieved even more growth – improving customer service through better shipping times. "SAP Business One Cloud on AWS has streamlined our processes and helped us become one of the fastest shippers in the industry," says Davis. "Whereas the competition can take several weeks to deliver a customer order, Vietri can do it within two to three business days on average."

In addition, the stability, functionality, and scalability of SAP Business One Cloud on AWS have allowed VIETRI to be more forward-thinking about their company goals. "There's no doubt that our company is only going to grow from here," says Davis. "SAP Business One Cloud on AWS has a huge community and a huge drive to succeed and make things better and better. You see that with every new upgrade to the software; you can tell that they're paying attention and understand what growing small to mid-sized enterprise needs are."

Jeff Black, Vice President of Operations at VIETRI comments, "Overall, our system is more robust and gives us more access to our data. Our previous platform was limited in both resources and expertise. With Vision33 and the entire SAP Business One Cloud on AWS community, resources and expertise are plentiful."

*“ It's been great working with Vision33, they truly want to see us succeed and we feel that in the work they do. It feels great to know that we have a partner that we can trust with our business. ”*

**Jody Davis,**  
Customer Service and IT Manager, VIETRI

# Partnering with Vision33

For the SAP Business One on AWS implementation, VIETRI chose SAP gold channel partner, Vision33, the number one global reseller of SAP Business One. With local offices across the globe, Vision33's proven methodology leverages twenty years of industry-specific knowledge to ensure a detailed understanding of each client's business and goals for implementation.

VIETRI worked with Vision33's Southeast office for the implementation of their solution, which included SAP Business One Cloud implementation services as well as the Vision33 TOTAL Care customer support program.

"It's been great working with Vision33, they truly want to see us succeed and we feel that in the work they do. It feels great to know that we have a partner that we can trust with our business," says Davis. "Vision33 consultants are phenomenal and a pleasure to work with. Not only are they smart, they also have a deep understanding of business processes."

## About Vision33

Vision33 Inc. is a global IT professional services consultancy that solves customer business challenges through the promise of technology and the value it delivers. We partner with growing and large organizations in both the public and private sectors to understand their vision and help them reach it with the right blend of strategy, consulting, and technology. Vision33 global team of results-driven resources provide world-class experience through our office locations in North America and Europe.

Vision33's SAP solutions provide scalable and integrated enterprise resource planning (ERP) technology to growing enterprises. We work with customers to connect their business processes from finance and expense reporting to procurement and inventory – transforming their operations and better managing subsidiary operations – no matter the size of their business. Vision33's dedicated customer support program, Vision33's world-class TOTAL Care support program ensures you have the tools needed to fully leverage your investment in technology.

Vision33 is the only SAP Business One partner worldwide that holds the AWS SAP Competency. When you have Vision33 as your global SAP Business One Cloud implementation partner, you can lean on our team to ensure you maximize your investment and take advantage of all the features available.

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