

Icom Canada Calls On ADSS Global For Business Technology Solutions

CUSTOMER

Icom Canada

INDUSTRY

Consumer Electronics

LOCATION

Delta, British Columbia

SYSTEM

Sage 300 ERP

Sage CRM

Service Manager® by Technisoft

Accellos WMS

Icom is regarded as one of the world's leading radio manufacturers. Its extensive ranges of products are designed to the highest specifications and include radios designed specifically for the avionics, land mobile, marine, and amateur receivers and family radio service markets. Icom products are sold in over 80 countries in the world with an international sales and service network. The Canadian Division is located in Delta, British Columbia.

Icom Canada has grown exponentially over the years and now supports more than 350 dealers nationwide. To keep its distribution and warehouse operations in full swing, Icom Canada relies on Sage 300 ERP (formerly Sage Accpac) and the professional team at ADSS Global.

A Good Fit

Sage 300 ERP is the robust business management solution Icom Canada selected nearly a decade ago, migrating from another Sage solution, Sage Peachtree Accounting. "Peachtree had always worked well for us, but we had outgrown it and needed a full warehouse



management solution with sophisticated order processing and financial reporting tools," recalls Jim Backeland, Vice President of Icom Canada. "Having a local support team is very important to us, and when we found Sage 300 ERP and ADSS Global we knew we had a good fit."

Backeland appreciates that ADSS Global's services go beyond software sales and support, "In addition to supporting our business management software, they serve as our outsourced IT department as well," he explains. "We really appreciate having a single point of contact for all of our technology questions."

CHALLENGE

Icom Canada required stronger warehouse management controls and more sophisticated order processing and financial reporting tools than its entry level accounting software was able to provide.

SOLUTION

More than a decade ago, Icom Canada selected ADSS Global to help it implement a robust business management software to meet the growing company's needs.

RESULTS

Warehouse efficiencies have saved the labor of one full-time employee. Orders are processed more quickly and with greater accuracy. Integrated CRM application connects staff with customers, improving service.

"Without the technology we have implemented, we would have had to double our staff to maintain our level of service. We have chosen to invest in technology and leverage the talents of our staff. ADSS Global is an invaluable partner in this initiative."

ADSS GLOBAL

ADSS Global is a leading global partner for Sage with over 110 certified professionals in more than 50 office locations on the East Coast, West Coast, Gulf Coast, Midwest, Pacific Region, Caribbean, Canada, and Europe.

ADSS Global provides service to more than 3,500 companies and organizations in over 20 countries. Our staff is multi-lingual, speaking more than 6 languages and is made up of professionals such as CPAs, MCSEs, CNAs, CITPs and CGMAs.

At ADSS Global, we offer support and training on the Sage ERP solutions and on End-to-End Business Solutions including CRM, HRMS, Warehouse Management, Manufacturing, Service Management, POS, Fixed Assets, Web Store, EDI, Project and Job Costing, Sales Tax Management and others.

ADSS Global also offers many Information Technology (IT) services including, but not limited to the following: IT Hardware and Software; Hosting and Web Design; Business Continuity/Disaster Recovery; Email Spam Filtering; Managed Services; and Power Management & UPS.



Warehouse Automation

Icom Canada's busy warehouse stores more than 14,000 parts that ship to all corners of the country. Previously, warehouse staff had to rely on their familiarity with the company's products and the warehouse layout to fulfill orders. This system broke down as the increasingly busy operation required new hires to keep up with new business. "Some of our products are very similar and it was too easy to pick the wrong product off the shelf," explains Backeland. "We needed a robust yet easy-to-use system to help us get orders out the door."

ADSS Global worked with Icom Canada to implement an integrated warehouse management solution (WMS). Using automated data collection technology including radio frequency and barcoded items and forms, the company has been able to streamline its warehouse operations, increase productivity, reduce costs, and shorten order fulfillment times. "We were able to eliminate one position due to the overall efficiency gain," says Backeland. "That savings alone was enough to cover the cost of the software and implementation."

An integrated shipping solution helps staff to select the most cost-effective carrier for each shipment, and records the shipment details including the tracking number back to order in Sage 300 ERP. "This saves us a lot of time too," says Backeland.

Superior Service

Icom Canada services the products it sells, and ADSS Global recommended another integrated solution, Service Manager, to help track the return, repair,

and reshipment cycle. "It works very well for us," says Backeland. "We scan the items in, track them through the repair process, and return to the customer. The integration with inventory and accounting make it simple and efficient."

A new Web store is now in the works. It will enable customers to place orders, check available stock, and research their own order history. The Web store will draw customer and inventory data from Sage 300 ERP, and write new orders back to the application. Empowering customers with these self-service capabilities is expected to not only save labor but increase customer satisfaction.

CRM Connects

Icom Canada's sales team is benefitting from another integrated tool, Sage CRM. The customer relationship management solution serves as a centralized database of all customer activity. Sales representatives can research orders and invoices, schedule appointments, and record notes and communication with Icom Canada's dealers and customers. "We often have more than one individual making contact with customers, so it is important to have a single database to record all of our customer interactions," says Backeland. "It improves our ability to collaborate and deliver better customer service."

Backeland concludes, "Without the technology we have implemented, we would have had to double our staff to maintain our level of service. We have chosen to invest in technology and leverage the talents of our staff. ADSS Global is an invaluable partner in this initiative."

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