



CUSTOMER SUCCESS STORY

CUSTOMER

BÖWE BELL & HOWELL

INDUSTRY

Manufacturer of high-speed production scanning equipment

LOCATION

Wheeling, Illinois

Number of Locations

Three

Number of Employees

125

SYSTEM

Sage MAS 90

Modules in Operation

- General Ledger
- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- Crystal Reports®
- Bill of Materials
- Inventory Management
- Material Requirements Planning
- Purchase Order
- Sales Order

BÖWE BELL & HOWELL Wins With Sage MAS 90 and Citrix

Major law firms, big banks, and government agencies worldwide assign entire departments to the task of scanning and recording documents. They rely on industrial-strength, ultra-fast scanners to transform information on paper into digital images. Once digitized, data is easier to store, access, and manipulate. Data integrity is preserved over time with greater security controls.



One of the nation's preeminent manufacturers of these turbo-charged scanners is BÖWE BELL & HOWELL, a global leader in information solutions and services. Setting the industry standard for both performance and reliability, their scanners process up to 125 double-sided pages per minute.

Obstacles Slow Operations

Maintaining its competitive edge is no easy task for BÖWE BELL & HOWELL, especially given the speed at which the computer peripheral industry moves. In addition to constant product innovation, they require access to customer accounts, sales order, inventory balance, and

product cost information. In 1997, their cumbersome database began to slow them down. They were hit with rampant system problems, high maintenance costs, and limited data accessibility. To make matters worse, they were running two entirely separate systems—one for purchasing, manufacturing, and general ledger; the other for sales, shipping, inventory management, and accounts receivable.

"The old setup was a big debacle," says Tom Serena, controller for BÖWE BELL & HOWELL. "We were wasting way too much time hunting for data. We needed a system that was powerful and easy to use, so we could do a better job understanding and solving customer needs."

CHALLENGE

Obtain a powerful, reliable, easy to use system with complete integration of business processes.

SOLUTION

Sage MAS 90 and Citrix.

RESULTS

Seamless data flow; integration of business processes; expansions in business without increase in staff; improvements in overall job performance; enhanced speed and quality of manufacturing; better customer service.

