

IWI Consulting Group Helps ESPE Back into Fashion

The Challenge

ESPE was running an old accounting system that could not keep up with their growth. They were frequently behind in data entry with a great risk of error and they simply did not have the functionality that they needed.

The Solution

IWI Consulting Group came in after an unsuccessful implementation with another company and set things straight with effective training and a good ear for what ESPE really needed.

The Result

ESPE has increased business by 50% over the last year without any additional personnel costs. Data entry and warehouse stock problems have been virtually eliminated because of the control their new system gives them.

The fashion industry is a fast-moving and fast-changing arena. Anybody in the industry that holds something too long or refuses to adapt tends to be swept away—and nobody knows this like ESPE. ESPE is a major women's accessory distributor with a keen eye for its market and its business, always with a thought for growth. A business of 12 employees located in Richmond Hill, Ontario, Canada, they distribute their fashions to more than 1000 retailers all across Canada and the US—even as far as England and Australia.



ESPE's Old System is Out of Style

With a business that re-forms itself so frequently, it is absolutely necessary that the business systems it uses be able to keep up. In ESPE's case, because of the slowness of the system, that just was not happening. They were using MYOB, an older system that gave them more problems than it solved and seriously hindered their ability to stay ahead of the fashion game.

ESPE also really needed their system to run a sorting function for the sake of inventory and reporting—which the old system simply did not have. Even as it was, the system ran extremely slowly and even failed on a regular basis. Says Eva Fung, owner of ESPE, "We had to reset the system about five times every day."

Also, ESPE had a difficult time managing its trade shows. They would run 12 to 14 shows a year at which they took orders—orders that their system could not keep up with. For every show they had to hire people to input data. That obviously meant extra money spent, but it also increased the likelihood of data-entry errors. Altogether, their old system was a problem growing at least as fast as their business.

IWI Consulting Designs a New Look for ESPE

Finally realizing that changes needed to be made, ESPE shopped around and found that Sage 300 ERP would be the ideal software to bring their business around. "We wanted a system we could use for the next 10, 15, or 20 years, and Sage 300 ERP looked like the best choice," says Eva. A bit more shopping and they found a large company in the area to do the implementation for them—and it became a nightmare. They hit a number of obstacles and were very disorganized, always finger pointing to another department when problems arose. "Our staff was very unhappy," remembers Eva, "they didn't even want to use the software." So ESPE moved on and went with IWI, another of the finalists in their original search.

“With Krish and IWI on the job, ESPE is moving forward at a phenomenal rate. In the last year we have increased sales by 50% without adding any new staff. We’ve decreased our expenses as we do not need to hire additional staff for data entry from show orders, the new system does all of that for us now.”

Eva remembers, “The difference was like night and day compared with the last company.” Krish Thurairajah, the IWI representative that worked with ESPE, put himself right into the process, picking up where the previous company had left off with training and business-specific solutions. Says Eva, “Krish would sit down with us, understand our business, understand our requirements, and provide suggestions and solutions.”



ESPE Struts its Stuff with their New System

“With Krish and IWI on the job, ESPE is moving forward at a phenomenal rate. In the last year we have increased sales by 50% without adding any new staff.” says Eva. The new Sage 300 ERP system is faster, more efficient, and more reliable— exactly what ESPE needed it to be. Eva claims that Shelly, ESPE’s Supervisor, is the biggest fan of the new system: “Before, month end was a huge problem and took days to process. Now, with Sage Sage 300 ERP, it literally takes the click of a few buttons and the whole thing is done.”

The new system has also given ESPE greater control over their inventory. Before, they would send orders to the warehouse immediately and if it turned out that a customer could not pay, that order would have to be unpacked and restocked. Now, orders can be verified before they ever make it to the warehouse—this way no time or money is wasted. Also, they never overstock or understock anymore, a problem that had hurt ESPE in the past. “We would lose the sale if we did not have the stock in our warehouse,” remembers Eva.

With Sage 300 ERP, ESPE has remedied its trade show problem as well. “We’ve decreased our expenses as we do not need to hire additional staff for data entry from show orders, the new system does all of that for us now,” stated Eva. In fact, just about everything is simpler and more efficient. At last, thanks to IWI, ESPE has the opportunity to seriously pursue growth and not worry about their accounting systems holding them back.

IWI Consulting Group provides consulting to small and medium sized businesses in the GTA and surrounding areas. The company is comprised of professionals who have been trained as Certified Management Accountants, business consultants, programmers, sales and marketing professionals as well as IT specialists. IWI Consulting group philosophy has been built on the premise that customer service is vital to client retention and acquisition. If you need help with a business solution, we will help you find the answer, or we will build the solution.

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Company Profile

Type of Business
Women’s Accessory
Distributor

Headquarters
Richmond Hill, ON

Other Information
12 employees

System Profile

Sage Sage 300
ERP ERP

General Ledger
Accounts Payable
Accounts Receivable
Inventory Control
Order Entry
Purchase Orders
SageCRM Iciniti



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