

iS5 Communications “Goes Big” With Sage ERP X3

iS5 Communications designs, manufactures, installs, and services network routing equipment for use in harsh environments, such as those encountered in the utility, transportation, industrial, military, and surveillance industries. While the company is young, its management team is a tenured group of professionals in this field. When iS5 Communications sought a scalable, integrated, flexible, and powerful ERP software capable of taking the company from start up to success, it zeroed in on one solution, Sage ERP X3.

A Complete, Integrated Solution

“I have used many ERP applications during my career, including Oracle and Microsoft Dynamics,” explains Clive Dias, president and CEO of iS5 Communications. “What always plagued these applications was the lack of integration. None of them offered all the tools we needed in a single system; we used other add-on applications to provide the necessary functionality.”

Dias sought to avoid integration challenges when selecting ERP software for his enterprise. A trusted, long-term business partner recommended Sage ERP X3. “It offers everything we were looking for in one application,” Dias says. “We have manufacturing, product configurator, Customer Relationship Management (CRM), service issue tracking, remote access, multicurrency, strong core accounting, and financial reporting capabilities in one powerful product.”

Rapid Deployment

With the help of its business partner, iS5 launched the accounting and financial reporting modules of Sage ERP X3 quickly. Currently, the team is planning for the deployment of the balance of the solution, including the manufacturing, distribution, and CRM components. “We are fortunate to have an experienced, knowledgeable partner to help us deploy the software,” says Dias. “They are well organized and are keeping the project on schedule.”



Customer

iS5 Communications

Industry

Network Communication Equipment

Location

Mississauga, Ontario

System

Sage ERP X3

Challenge

As a new company, iS5 Communications already had complex needs and sought a powerful ERP solution that offered all the required functionality in an integrated, scalable offering.

Solution

Sage ERP X3 offers the manufacturing, accounting, and international capabilities the company needs now, and is scalable and flexible to support continued growth.

Results

iS5 Communications has a solution that will scale with it for years to come. All required functionality is available in the product, eliminating the need to purchase and maintain multiple applications.

Broad Functionality

The broad functionality of Sage ERP X3 is an ideal fit for varied requirements of this dynamic organization.

Each product sold is custom built to the exacting requirements of the customer, and the product configurator tool in Sage ERP X3 greatly simplifies this task. Sales personnel can walk customers through the various product options and then produce a quote detailing the price and configuration. When the order is approved, the software automatically produces a work order to build the equipment. Sage ERP X3 even offers shipping and manifesting capabilities that enable iS5 to get completed orders out the door and on their way quickly and efficiently.

CRM functionality will allow iS5 Communications to track service calls and build strong customer relationships. Sales representatives stationed around the globe can securely access the information they need. “They can enter orders, check the status of a build, enter a service order, and confirm pricing,” explains Dias.

The company’s engineering team works continually to improve its product offerings, so the ability to record engineering changes and revisions is necessary, as is the ability to track which customers own which version of a product. “Sage ERP X3 supports this,” says Dias. “We can track our products through their lifecycle.”

Multicurrency features within the software support the company’s global customer base, and flexible reporting tools enable the management team to track sales by a multitude of variables.

Right Choice—Now and for the Future

While many new companies opt to start operations using an entry-level accounting package, eventually moving to full-fledged ERP software, iS5 Communications planned for growth from the onset.

“We went big—investing in software capable of taking this company far,” says Dias. “Our business model is complex, and Sage ERP X3 offers the international capabilities, scalability, and the advanced manufacturing toolset that we need right now.”

He concludes, “I appreciate that we have software that supports our business processes, rather than us having to build and adapt business processes that the software can support,” says Dias. “This flexibility means we can focus on building the business, not just running the business.”

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—Clive Dias, president and CEO

About The Sage Group plc

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