Sage ERP X3 Keeps Success Flowing for Pumpaction

With more than 30 years of experience and a commitment to exceptional products and service, Pumpaction has established itself as a leader in the pumping and liquids handling fields. Founded in Montreal in 1979, the company has expanded to serve all of North America from its five offices across Canada and the United States. Pumpaction's products and engineering are relied on by companies in the construction, mining, municipal, and industrial sectors.

When Pumpaction sought to replace its older, proprietary accounting software, it sought out an internationally capable, robust, and flexible solution. For Pumpaction, that solution is Sage ERP X3.

Configure to Meet Unique Business Requirements

"We are unique in that we needed software capable of supporting not only our distribution operations, but also our service and repair and rental divisions," explains Benoit Brasseur, director of operations for Pumpaction. "No off-the-shelf software in the world was capable of doing what we needed, so we sought a solution that could be configured and adapted to our unique business needs. Sage ERP X3 meets that objective, and we were fortunate enough to work with a highly talented Sage business partner who was able to tailor the software precisely to our needs."

The company's Sage business partner worked closely with the operations and technology personnel at Pumpaction to configure Sage ERP X3 and develop related applications to accommodate the diverse requirements of company. A distinct advantage of Sage ERP X3 is its capacity for being configured and tailored while keeping version upgrades straightforward and easy.

Integration Streamlines Operations

Integrating its sales, purchasing, rental, service, and support operations has transformed Pumpaction's operations. "In practice, the different facets of our business are very much interrelated. We may move a pump from inventory into our rental fleet, sell a pump formally in the fleet, or perform repair on another pump in order to make it ready for rental," explains Brasseur. "Prior to Sage ERP X3, our software simply didn't support our integrated operation. There were multiple systems, multiple touch points, and duplicate data entry. Now we have been able to streamline and optimize our processes using software that works the way we work."

Customer
Pumpaction

Industry
Distribution and Service

Location
Montreal, Quebec

Number of Locations
5

System
Sage ERP X3

Challenge
Pumpaction struggled to find business software that could support its complex business model, including distribution, service and repair, and rental divisions.

Solution
The flexible design of Sage ERP X3 integrates all business operations and supports the company's unique processes.

Results
A common database for all business operations leads to improved data access, which enhances communication, collaboration, and efficiency.

Brasseur reports that the company now has improved control over its order entry cycle. Customer service personnel have immediate access to product availability across all of the warehouse locations. "We used to maintain much of our data in spreadsheets," he says. "Now that data is housed in Sage ERP X3 and is available in real time to those who need it."

Flexibility to Accommodate Change

Brasseur cites the flexibility and scalability of Sage ERP X3 as one of the software system's most valuable benefits. "As our company changes and grows, the software can keep up with us. For example, we recently began performing some minor manufacturing here, testing new products. Using Sage ERP X3, we are able to track the research and development dollars that go into those products."

Business Insight Drives Efficiency

Dynamic, busy organizations like Pumpaction benefit from real-time business intelligence data concerning their operations. Pumpaction has access to this data using Nectari BI, a secure, powerful, and comprehensive business intelligence tool available for Sage ERP X3.

"We use Nectari to generate various sales reports, financial statements and KPIs (key performance indicators). It is also used to automatically email reports to our managers and sales representatives," says Brasseur. "Because Nectari can read and incorporate data from multiple databases, not only Sage ERP X3, we have a fully integrated tool. Nectari has an Excel® Add-in. So, reports using Microsoft® Excel® can easily be produced with the data from Sage ERP X3. It saves us time and ensures that our personnel are always working with current and accurate data."

As director of operations, Brasseur spends much of his time looking for ways to make Pumpaction operate more efficiently

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>
> Benoit Brasseur,
> director of operations
> Pumpaction

and finds that the open database structure of Sage ERP X3 facilitates this. "I need to know what is going on in each branch of the business," he says. "I need to know what is selling now, what sold this time last year, what is no longer selling, and what our individual customers' buying patterns are. Sage ERP X3 provides me with all of this information. It helps me be proactive rather than reactive, making better and more informed decisions."

Streamline Business Processes

With Sage ERP X3, Pumpaction is streamlining its business processes and gaining visibility across the entire enterprise. Data is readily accessible and easily and securely shared among different departments and locations. "Now we are able to continually monitor and measure our company's performance, which naturally optimizes our operations," concludes Brasseur.

About Sage

Sage North America is part of The Sage Group plc, a leading global supplier of business management software and services. At Sage, we live and breathe business every day. We are passionate about helping our customers achieve their ambitions. Our range of business software and services is continually evolving as we innovate to answer our customers' needs. Our solutions support accounting, operations, customer relationship management, human resources, time tracking, merchant services, and the specialized needs of the construction, distribution, manufacturing, nonprofit, and real estate industries. The Sage Group plc, formed in 1981, was floated on the London Stock Exchange in 1989 and now employs more than 13,500 people and supports more than 6 million customers worldwide. For more information, please visit the website at NA.Sage.com or call 866-996-7243. Follow Sage North America on Facebook at: Facebook.com/SageNorthAmerica and Twitter at: Twitter.com/sagenamerica.

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