

"Thanks to SAP Business One, our response time to our customers with accurate delivery information has gone down from up to two days previously to mere minutes."

- CFO, Gunanathan N.

Customer Success Story



CUSTOMER PROFILE

TrickleStar is a Malaysian based SME, and manufactures affordable, simple and easy-to-use products, which help everyday people reduce energy consumption in their homes and workplaces. As a leader in the design and manufacture of products that conserve energy, improve people's lives and minimize environmental impact, Tricklestar is recognized for product quality, superior safety features and outstanding customer service. With manufacturing facilities in China and Taiwan, an operational headquarter in Malaysia, and a sales and distribution team in the US, TrickleStar operates on a global basis.

THE CHALLENGE

Like many other SME's, TrickleStar relied mainly on spreadsheets to run operations. Financials and accounting were managed with

Quickbooks. Manual processes were required to ensure inventory information was up-to-date, and disseminated via e-mail to sales and operations personnel. Due to these processes, it could take up to two days to provide reliable delivery information to customers. Tricklestar had been growing strongly since its incorporation, and in 2015 it became clear that the company required better IT solutions to support the continuous growth.

WHY SAP BUSINESS ONE?

Working with TrickleStar, the team of Axxis Consulting helped to identify the main requirements for an integrated ERP solution. Without an in-house IT team, and with a globally operating user base, it became quickly clear that a cloud solution was the preferred choice. The solution needed to be very affordable, user friendly, and mobile ready. In addition, the software



Company:

TrickleStar



Industry:

Consumer Goods



Solution:

SAP Business One

www.tricklestar.com

needed to support a fairly complex logistics process and provide the ability to track shipments from plant to customer. Axxis Consulting recommended CloudOne, their proprietary, pre-configured cloud-hosted solution for SME's, based on SAP Business One.

THE PROJECT

One of the major concerns of Tricklestar was the project implementation cost.

The Best Way To **Save Energy** Is To Stop Wasting It



Based on the clearly defined scope of work, Axxis Consulting was able to provide TrickleStar with a fixed price project cost that included all the critical features required.

Another concern for the implementation of SAP Business One was the availability of TrickleStar team members and key users. To accommodate this situation the project team of Axxis Consulting executed most of the work off-site. Scheduled workshops together with the key users ensured that all business requirements were met, and the users were sufficiently trained before the system went live. *"We could not afford for the implementation of SAP Business One to interrupt our daily activities. The flexibility of Axxis Consulting to adjust to our schedule during the project implementation was a significant contributor to the project success"* says Gunananthan N., CFO of Tricklestar.

PROJECT RESULTS

After having gone live with SAP Business One now for over six months, TrickleStar can already see significant benefits. Real-time integration of warehouse inventory and visibility of shipments across the entire logistics chain enables customer facing sales people to

have accurate information at any point in time. *"Our Sales Team in the US is now able to quote with confidence when products will arrive at the customer site"*, Gunananthan explains.

Another benefit of the implementation of SAP Business One has been to the administration staff in Malaysia. Automating previously manual business processes meant that most non-value added work has simply disappeared. *"Since we went live with SAP Business One, our staff doesn't need to do 'busy work' any more, but focuses instead on activities that add value to the organization"*, says Gunananthan. This also means the administrative team now simply works less. Even though the company has grown, working overtime is currently a thing of the past. *"While we*

expect our team to be available for conference calls at any time of the day, our regular working hours have decreased, and most of our administration team is now able to leave the office by 3:30 pm", says Gunananthan. This allows employees to beat the after-work traffic jam Kuala Lumpur is famous for, and obviously increases employee satisfaction. *"Our ability to focus on important matters and automate everything else has significantly increased the productivity of our team and increased our revenue per employee, one of the main KPI's of our company."*, explains Gunananthan.

Gunananthan is convinced that he now has the systems in place for the company to continue their spectacular growth without having to increase administration staff in the back-office.

"Axxis Consulting really understood our complex business requirements. Together with their team we were able to drill down into the process, find and eliminate redundancies, and build the foundation we needed to support sustainable business growth"

- CFO, Gunananthan N.