

Confident Consolidates its Operations with Sage Accpac

Confident Sales India Pvt. Ltd. is the sales arm of Confident Dental Equipment Limited and is part of the Confident Group that specializes in manufacturing dental equipment. From dental chairs to operation theatre (OT) tables to dental accessories and dentures, Confident is involved in selling dental products manufactured by the parent group as well as those specially imported from Europe. Their clientele includes individual doctors as well as large institutions and hospitals.

Having started their operations in India four years ago, Confident Sales India Pvt. Ltd has 18 branches across the country and is planning on having over 100 franchisees in the next couple of years.

Being a multi-location, multi-branch company, the Head Office was finding it difficult to manage the day to day transactions and accounting of the many branches. "As the company started growing rapidly there was a need for a stable solution that could automate the day-to-day transactions of the many branches and could be easily customized to meet the specific requirements of the company," opines Mr. Rakshith Shetty, Marketing & Sales Director, Confident Sales India Pvt. Ltd.,

Confident and Sage Accpac – A Natural Fit

The tech-savvy Marketing & Sales Director of the company, Mr. Rakshith Shetty was clear about the attributes that he was looking for in the ERP software. Well tuned into standard international products, he was looking for a stable solution that could automate the daily transaction workload of his growing company.

Commenting on the features that they were looking for in an ERP system, Mr. Rakshith Shetty shares, "We were looking for a product with multi-branch, multi-location inventory management capability with a strong costing methodology. We also wanted the solution to include an approval system for material indenting and have high levels of user security and user right definitions. The other products that we had reviewed could not demonstrate the required amount of customization that we were looking for." However when he was approached by Triumph, the leading partner for Sage Software in South India having over a decades' experience in various verticals, he was pleased with the technical strengths of Sage Accpac and decided to go ahead.

"Since they were migrating from a legacy system to an integrated system, they required a great degree of consultancy and support," says Mr. G Nagaraj, General Manager Enterprise Solutions, Triumph. "Backed by our varied experience spanning a variety of verticals we were able to share best practices in all areas with them."

Confident decided to first implement a 25 user package of Sage Accpac comprising of General Ledger, Accounts Payable, Accounts Receivable, Purchase Orders, Order Entry, Inventory Control and Serialized & Lot Tracking modules before expanding it to other group companies as well.

Real Time Inventory Control for Effective Order Booking

Although Confident has a wide network of branches across the country, the purchase activity is centralized and the goods once imported are stored in the company's central warehouse. "While booking orders, the branches need to place a material indent with the central warehouse,

Customer

Confident Sales India

Industry

Dental Equipment and Accessories

Users

25

System

Sage Accpac

System Manager
General Ledger
Accounts Payable
Accounts Receivable
Order Entry
Purchase Orders
Inventory Control
Serialized Lot Tracking

Challenge

Multi-branch, multi-location inventory management, No real time view of available stocks, manual material indenting, manual tracking of shipment, decentralized accounting, multi-branch book keeping and tax reporting leaving room for error and cumbersome and time consuming

Solution

Sage Accpac ERP, a highly scalable and modular application provides centralized inventory control with inbuilt approval mechanism. It also centralizes accounting and enables multi-branch management for segmented book keeping. Strong tax reporter helps in automatic tax reporting.

Result

Real time inventory control ensures effective order management. Tracking of shipment and automatic inventory updates enables timely order delivery. Centralized accounting eliminates tedious manual compilation of separate accounts and removes room for error. Tax reports are generated automatically without undue manual effort.

post which the required material would be transferred from the warehouse to the pertinent branch,' says Mr. Rakshith Shetty, Confident. "This communication was either through e-mail or telephone and left room for confusion and errors. Furthermore, since the team accepting the order did not have visibility into the material availability and stock status, it used to accept orders blindly and make uninformed commitments on delivery."

Sage Accpac enables an automatic system for booking orders and material indenting with an inbuilt approval mechanism from the central warehouse based on item availability before the sales order is generated. This automation not only removes likelihood of errors but also ensures timely delivery of goods to customers. It also drastically cuts down the number of telephonic interactions that would have otherwise been necessary to complete one order transaction. Since orders were not being held up and were being processed on time, it increased productivity and also helped in purchase planning and demand forecasting.

Tracking Shipments for Timely Delivery, Order Tracking, Monitoring and Controlling.

Having booked an order, the material can be transported using a number of modes such as trucks, cabs or courier depending on the destination and urgency of the order. Tracking of the shipment status manually becomes difficult. Earlier the dispatch team could not keep track of whether the goods have reached the destination in proper condition. There was also no automatic way to reduce stocks from the warehouse post dispatch and increase stock at the branches post delivery.

Sage Accpac provides an automated mechanism to track shipment post dispatch and log in details like expected date of dispatch, time of arrival, parent and child box number capturing and receipt acknowledgement.

Once the material is dispatched the information is logged into the system as material in transit and is moved to a transit indent. Once the goods reach the destination in good condition and the receiving party acknowledges receipt, the inventory is automatically updated and the Head Office is immediately intimated. This helps the Head Office keep track of goods when they are in transit and helps them understand whether all inventory dispatched has reached destination in proper condition. When the goods earmarked for dispatch move from stock to goods in transit, their value is immediately calculated for the purpose of transit insurance. This instantaneous update requires no manual intervention and is much easier to manage than the earlier manual method.

Since each branch is a profit center, setting sales organisation hierarchy, tracking of sales-person-wise order, monitoring and controlling the orders booked, shipments made, customer collections and customer outstanding based on each sales-person was a challenge and we have provided them an easy to process and easy to view the data real-time in one single screen tool STOTS (Sales Target, Order Tracking and Control System) for Accpac, which now helps the finance team to centrally control the out-standings, says G Nagaraj.

Centralized Accounting for Real Time View of Financial Data

Earlier the accounts and finance of the company was decentralized with discrete Tally systems being used at each branch. "Each branch would maintain its own books and the data would then be consolidated at the Head Office on a monthly basis to generate reports for the top management. This was cumbersome and required a minimum of three days to complete," shares Mr. Rakshith Shetty. "By implementing Sage Accpac we have removed the usage of Tally at individual branch levels. As a result of centralized accounting, branches can now access the central accounts and make relevant entries. Since no consolidation of data is required to generate reports, top management can now enjoy instant access to financial data. The time spent on data collation is also saved."

Multiple Branch Management for Segmented Book Keeping

As a multi-branch company, each branch acts as a separate profit center and generates separate profitability statements at the end of billing period. Under the earlier Tally system this activity would happen individually at each branch and would have to be consolidated at the end of period.

Sage Accpac enables multiple branch management with segmented accounts used by individual branch users whereby separate books of accounts can be maintained within a single system. Despite the centralized accounting system, each branch acts as a sub segment within a single system. "The branch users can now directly access their sub system to make entries related to inventory, customer accounts, sales person-wise customer data as well as purchase and expenses details. This eliminates separate book management and additional manual intervention to compile data while generating reports. The system consolidates individual bank related data and provides real-time visibility into branch-wise books of accounts and profitability to the Head Office, thereby removing the information blockade that existed earlier," opines Mr. Rakshith Shetty.

Centralized Statutory Management with Sage Accpac

As a multi-location, multi-branch company, each branch comes under separate statutory laws regarding sales tax, income tax etc. Earlier each branch would have to maintain separate data and generate reports on sales tax on a monthly and yearly basis. Not only does this involve complex calculations but is also a time consuming and cumbersome activity. Sage Accpac enables centralized statutory management at the Head Office whereby sales reports are managed centrally leaving the branches free to focus on business generation. “The strong tax matrix in Sage Accpac has a tax query tool which helps users to create necessary statutory working sheets for multiple states with inbuilt automatic calculations on the basis of specific state laws. This tax tool helps users to update any changes in tax structure, create own query groups and query dates to generate specific working sheets where data can be logged in for automatic generation of reports,” explains Mr. Rakshith Shetty.

Faster Operations with Sage Accpac

Confident deals with large volume of items, each of its shipments has a large number of items of relatively low individual value. As its products are imported in bulk, the inventory turnover is quite large and the purchase activity is quite complex. Once the shipment reaches the company, manually making an indent of the imported goods and their value is a time consuming and cumbersome process. Sage Accpac allows bulk importing of data from an excel sheet format to the inventory module which eliminates the need for manual data entry saving the user almost 80% of the time taken in accounting purchases and completing the processes.

Commenting about the modularity and flexibility of Sage Accpac, Mr. Rakshith Shetty shares “Currently 17 branches are live on the Sage Accpac system and we use it primarily for statutory reporting requirements and basic day-to-day reporting. We are now looking at using other system enhancements like Financial Reporter and MIS reporting to further automate financial reporting, analyze sales by product, person and territory as well as to calculate margins. We are also intending to make Sage Accpac a mandatory ERP package for all our franchisees.”

About Sage

Sage Software India (P) Ltd is a subsidiary of The Sage Group plc, a leading international supplier of business management software solutions and related products and services for small to mid-sized businesses. Formed in 1981, Sage was floated on the London Stock Exchange in 1989 and the group now has 5.7 million customers and employs over 14800 people worldwide. Sage has over 1000 customers in India for its CRM, ERP and Payroll products across industries like, Trading and Distribution, Manufacturing, Services, IT/ITES, Financial Services, Media, Travel and Hospitality.

For more information or to find out how Sage Accpac ERP can help your business, visit us at www.sagesoftware.co.in or call +91 11 40712488 today.

