

Delta Scientific saves significant person-hours with SYSPRO's process automation capabilities

CASE STUDY

At a Glance

ORGANIZATION



REGION

Canada

KEY CHALLENGE

Manual processes, traceability

KEY BENEFIT

Process automation, ISO compliance

INDUSTRY

Distribution

END USER MARKET

Testing labs performing a wide variety of tests and analyses.

SOLUTION

SYSPRO ERP

Customer Profile

Established in 1985, Delta Scientific is a distributor of high-quality lab products including chemicals, consumable supplies and equipment for use in analytical, environmental, quality control, R&D, and spectroscopy applications. They are headquartered in Ontario, Canada with warehouses in Alberta and Pennsylvania, United States. Delta Scientific is registered to ISO 9001:2015 certification and supplies more than 250,000 products from a variety of vendors to 1,000+ customers globally.

The Business Challenge

Since they had been managing their operations in a consistent way for many years, Delta Scientific wanted to look for opportunities to become more efficient and leverage new capabilities that had been introduced in SYSPRO over the years. Delta Scientific has been a SYSPRO customer for many years. Their customers include commercial testing, educational, quality control and research laboratories in a wide variety of industries, many of whom must adhere to stringent compliance standards. As such, Delta needed to have complete traceability of the products they distribute for each customer from source. In addition, they found their inventory management and accounting processes to be time consuming and laborious.

The Solution

Using serial tracking within SYSPRO, enhanced traceability capabilities were leveraged to manage and track all products from suppliers to warehouses and finally to customers. SYSPRO's partner, Phoenix Systems, conducted a thorough Business Process Review which uncovered that Delta Scientific could also save numerous person-hours across inventory management and accounting processes by leveraging more capabilities within SYSPRO.

The Outcome

With SYSPRO's EFT module, Delta Scientific has saved more than 80% of the time that was earlier spent by the accounting staff to process payments. With SYSPRO's inventory module, Delta can track all products that they distribute and trace them back to their source. They can also provide important expiry information to their customers which is a definite "value add" service from Delta. This service can help Delta's customers to remain compliant during quality audits and can also result in repeat business for Delta.



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SYSPRO is as essential to us as any other part of our business. We have scientific products and the expertise in those products, but without having SYSPRO to manage it all there would not be any business to run.

Ted McGuinness, Finance & Operations Manager at Delta Scientific

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Traceability – an important part of the inventory management process

Most of the products that Delta Scientific sells have a shelf life. Therefore, they try to maintain a small inventory and order from suppliers as required. Other products that they distribute are classic labware which is stored inhouse and shipped whenever an order is received. In both cases they needed a way to link their purchase orders with the orders that their customers placed and track inventoried products from source all the way to when they are delivered to the customer.

Purchase orders received from customers are entered as sales orders into SYSPRO. “The process is setup to automatically sync the purchasing to the sales order within SYSPRO. That’s obviously a big time-saver for us and makes sure we don’t miss anything in the process. Once the goods come in, they are received in SYSPRO. We then print our packing slips and the goods are shipped,” says Ted McGuinness, Finance & Operations Manager at Delta Scientific. “Products are serial tracked for different reasons – some are replacement parts for equipment, and many have calibration standards that need to be tracked for ISO accreditations for different labs. So, compliance and traceability are very important aspects of the inventory system on our end. We use the serial tracking within SYSPRO, which has been great. In case there are any issues we now have a way to track it to the source.”

Process automation is key to efficiency

Delta Scientific had been using SYSPRO for many years and had organized operations in a fashion that remained unchanged over the years. To optimize their operations and improve efficiency, they underwent a Business Process Review (BPR) that was conducted by SYSPRO’s partner Phoenix Systems. The BPR revealed numerous inefficiencies in the accounting process and flagged opportunities to automate.

The BPR revealed a very useful feature that Delta was not using in SYSPRO’s Cash Book module. Rather than withdrawing from one bank and depositing to another as they were doing, SYSPRO’s built in interbank transfer function automated the process which saved time and ensured accuracy.

“The BPR revealed several other capabilities we could use. The currency conversion functionality in the Cash Book and Accounts Receivable modules really improved day-to-day reporting and streamlined the process,” said Ted.

“Processing EFT payments by uploading SYSPRO files to our on-line banking system instead of running cheques saved us about 80% of time we were spending earlier. We have strong growth plans over the next five years and part of our strategy is to have salespeople across multiple regions. We are looking to take advantage of more capabilities in SYSPRO that support remote work. Phoenix Systems has been fantastic in sharing with us what’s possible,” he added.



About Phoenix Systems

Phoenix Systems' business philosophy and consultative approach to client relationships ensures that their customers receive the highest level of industry expertise, strategic direction, product management and support. Phoenix Systems thinks outside of the ERP box to provide personalized solutions to meet the rigorous needs of manufacturers and distributors.

About SYSPRO

SYSPRO is a leading, global Enterprise Resource Planning (ERP) software provider, specializing in key manufacturing and distribution industries. Our Industry-built solutions and services are designed to make things possible.

SYSPRO's ERP solution empowers customers to take the next step – whether it is expanding into new territories, adding new product lines, transforming business processes, or driving innovation. Through our ERP software, customers gain access to solutions, processes, and tools to assist in the management of data for key business insights and informed decision making. The solution is scalable and can be deployed in the cloud, on-premise, or both, and accessed via the web on any device to provide customers with choice and flexibility.

They have branch offices located across Canada and the US and more than 40 years' experience delivering effective business-critical solutions to clients. They are a "Business Solutions Specialist" and a SYSPRO Elite Partner.

As a trusted advisor, SYSPRO remains focused on the success of partners and customers. With a strong commitment to channel partner growth, SYSPRO customers are backed by a team of global experts that drive maximum value out of IT systems and business solutions. We are committed to addressing the unique needs of our customers, enabling them to easily adapt and remain resilient. Our evolving solutions are aligned with industry trends and leverage emerging technologies that will enable partners and customers to secure a digital future and to gain a competitive advantage.

Learn more about SYSPRO's solutions for distribution companies
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