

Workflow Resources Resolves a Sticky Situation for Southwestern Bag

Success Story

The Challenge

An uncompleted software implementation resulted in system failure and data corruption, costing Southwestern Bag invaluable time and money.

The Solution

After a thorough assessment of the existing system, Workflow Resources upgraded and reconfigured Southwestern Bag's hardware, software and database, to create a well integrated, stable and efficient working environment built on *Sage Pro ERP 7.4*.

The Result

The upgraded solution eliminated the data corruption and systemic downtime while also providing enhanced features which save a day and a half of time each month!



Family owned and operated, Southwestern Bag has been one of Southern California's leading wholesale industrial products distributors since 1924. With one of the largest and most diverse inventories in the region, Southwestern Bag provides competitively priced high quality products such as pressure sensitive tape; plastic sheeting; paper; burlap; and polypropylene and polyethylene bags. Their diverse customer base includes the construction and entertainment industries, aerospace companies, marine suppliers and more.

The Old System Was Not Packaged to Succeed

With their modest team of just thirteen employees and an extensive product line to stock, ship and invoice, Southwestern Bag was in desperate need of a robust software solution that would streamline their accounting operations and provide them with better inventory control. They found a solid solution within *Sage Pro ERP 7.3*, which could provide them with timely data entry and the ability to better manage their in-stock inventory. As an added benefit, it also had the capability to integrate with the existing business operations software programs they were currently using.

Unfortunately, they were unsuccessful in smoothly integrating it with existing systems. More complications ensued when the need arose to link and transfer data between multiple buildings. A fiber optic cable connection was installed, but it was riddled with problems, resulting in a loss of valuable time for Southwestern Bag. They constantly battled problems with data corruption and system failure, which in turn slowed company operations. When the system was down, employees were unable to work, which would happen often and for hours at a time.

Sheila Spiwack, President of Southwestern Bag explains, "The components within *Sage Pro ERP 7.3* were exactly what we needed to manage our business operations, but we were unable to get all of the networking components and processes in place to successfully integrate the system. We continued to spend a lot of money on upgrades in hopes that they would be able to solve the problem, but instead they ended up serving as temporary patches and failed to fix the core issues." The unique networking requirements coupled with a less than effective attempt at systems integration resulted in on-going challenges with the system.

In desperation, Southwestern Bag incurred an additional expense when they hired an outside consultant to make weekly on-site visits just to monitor the system and make sure it was operating correctly. Finally recognizing that they needed to make some serious changes, they turned to the experts at Workflow Resources in hopes that they could fix all of the system flaws.

Workflow Resources Ties-up the Loose Ends

"We needed a partner who could not only take care of the issues, but do so in a timely fashion," Sheila explains. "When the team at Workflow Resources came on board, they showed exceptional technical expertise and extraordinary leadership. They were receptive to our questions and concerns and diligent in finding a solution." Mark DaVia, Project Manager for Workflow Resources explains, "Southwestern Bag had a combination of problems within their system that were inhibiting the functionality of *Sage Pro ERP 7.3* and hindering their business operations. Because of the sheer number of problems, we had to complete a



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-Sheila Spiwack, Southwestern Bag



Southwestern Bag

www.southwesternbag.com

Company Profile

Type of Business

Wholesale
Distribution

Headquarters

Los Angeles,
California

Other Information

13 Employees

System Profile

Sage Pro ERP 7.4

General Ledger
Accounts Payable
Accounts Receivable
Purchase Order
Sales Order
Inventory Control
System Manager

Microsoft SQL Server

thorough assessment and prioritize the solutions, which ultimately allowed us to effectively manage the project.” Workflow Resources immediately identified some simple fixes that would allow for greater functionality of the system while they ironed out the more complicated problems.

Updating computer workstations and enhancing memory capabilities increased the functionality of the software and helped to curb some of the system downtime. However, tackling the overwhelming problem of the fiber optic cable and ensuing data corruption issues required a certain level of persistence, patience and technical expertise. “Southwestern Bag had good software and hardware, but those components didn’t work well together in their network environment,” Mark comments. To solve the problem, Workflow Resources reconfigured and upgraded their hardware and software, which included an upgrade to Sage Pro ERP 7.4 and Microsoft SQL Server. “The upgraded software solved the compatibility issues and eliminated the data corruption,” Mark continues. “This allowed all their systems to work in harmony, and also provided a host of new features as an added bonus.” Among the new features was a safety net that would eliminate Southwestern Bag’s need to duplicate data entry in the event of a system failure. The new Microsoft SQL Server installed by Workflow Resources kept Southwestern Bag’s mission critical business data safe.

A Solution that Sticks Under Pressure

From the persistence to determine all of the ongoing issues to the technical expertise to provide appropriate solutions, Workflow Resources was able to successfully turn business around for Southwestern Bag. Sheila comments, “Before Workflow Resources was brought on board, we would experience hours of downtime that would leave employees unable to do any part of their job. We would be forced to pay them to just sit at their desks. Now, with the system running properly,” she continues, “we are able to maximize every hour of the day.” In addition, the successful upgrade to Sage Pro ERP 7.4 solved the debilitating problem of file corruptions while providing enhanced reporting features that has allowed Southwestern Bag to more accurately analyze overall business operations and financial objectives.

Because the team at Workflow Resources was solving the technical problems at their core rather than placing a band-aid as a temporary fix, the solution offered a reliable resource that Southwestern Bag could count on to manage their business. Mark explains, “The upgraded software fixed the problems contributing to the data corruption and the technical fixes throughout eliminated the system crashes that Southwestern Bag was so frequently experiencing. With the new solution in place and the old problems solved, they could maximize the capabilities within the entire solution.”

Sage Pro ERP 7.4 has provided Southwestern Bag with the ability to provide greater customer service, track order history and target market their customer base. Not to mention, they have seen a tremendous increase in productivity by eliminating the need to do manual invoicing. And, while those benefits clearly provide a positive financial investment for Southwestern Bag, it is the peace of mind that Workflow Resources has given them that they are most thankful for. “Mark and his team have provided on-going, consistent customer service,” Sheila remarks. “They have the ability to curb the panic, because I know that no matter what happens they will be there quickly and with a successful solution.”



WORKFLOW RESOURCES, INC.

To survive, compete, and succeed today you need great enterprise software. Workflow Resources, Inc. can help. After 20 years in the business we have learned that making your mission-critical software work for you requires three key ingredients: The Right Advisor- Expert Reliable Service-and Great Software. Since 1988, we’ve helped our clients save time and money. Let us show you how we can help you.

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