

# Case Study



## Client: Axess International

Tisski supported Axess International, a global provider of communications accessories, with the implementation, training, and ongoing usage of SAP Business One.



### Company Background

Axess International is one of the leading global suppliers of batteries and accessories for communications equipment, such as two way radios, barcode scanners, military, medical, and other communications equipment. Their customers range from commercial organisations to the emergency services and private individuals.

### The Business Challenge

Axess International were using ageing bespoke software to manage their accounts, sales, and distribution processes. This was slowing down transactions and frustrating users, and as the system being used was vital to the smooth running of the organisation as a whole, it was decided that a new, more technologically advanced system needed to be implemented. A new system would help the business to function effectively, provide great customer service, and remain competitive in the marketplace.

A number of suppliers were invited to provide proposals and, based on a combination of cost, functionality, and company reputation, Tisski and SAP Business One were selected.

Wendy Horsfall, Finance Manager at Axess International, commented: "We selected Tisski and SAP Business One for two reasons. Firstly the solution that they came up with was affordable, secondly, they demonstrated a sound understanding of our requirements."

[www.tisski.com](http://www.tisski.com)

## Key Benefits:

- **Operation and ease of use** – with more advanced technology and processes came easier overall operation and daily use, plus higher levels of staff trust and adoption
- **More professional** – SAP Business One has enabled Axess to produce more professional looking paperwork, such as sales quotations, invoices, receipts for payment, and credit notes
- **More efficient processes** – SAP is specifically designed to ensure the smooth running of an entire manufacturing or distribution process and this has enabled Axess to further improve the processes involved in the day to day management of the business
- **Transparency of data** – using a single system and more advanced technology has led to transparency of data across teams, users have access to the information they need, when they need it.

## Axess International Said:

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**Wendy Horsfall, Finance Manager**

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## Product: SAP Business One

### The Business Solution

The team at Tisski and the project advocates at Axess International set about scoping the requirements and development work needed to make SAP Business One work in the best way for the organisation. Axess wanted to manage the entire process, from ordering and shipping from suppliers, to sales, distribution to customers, accounts, and customer service in a single system, as they had done before.

Axess International outsource their IT support so it was crucial that communication was open between Axess, their IT provider, and Tisski. The arrangement worked well and there were very few problems to contend with during implementation.

Axess International went live with SAP Business One in May 2014. Currently 7 people use the system.

Wendy continued, "Considering we were moving to a completely different system, the transition was smooth and kick off in using the system was easy. Our users have adapted to SAP Business One easily. More importantly, the switch over from our previous system had no impact on our suppliers or customers, aside from noticing the more professional looking paperwork, they had no idea that such a major project was underway. I have no doubt that this was down to the scoping, implementation, and training services provided by Tisski."

### Using SAP Business One at Axess International

SAP Business One is used across the whole of the organisation, from sales and finance, to stock and distribution. It is most definitely a business critical system.

- Purchasing and payment of suppliers
- Stock management
- Processing orders and payments from customers
- Managing shipping and delivery to customers
- Managing returns and distributing credit notes
- Financial management
- Reporting across sales, distribution, and finance.

"SAP Business One really does allow us to manage our entire process in one system and the advanced technology has helped with making most of our processes more efficient."  
Wendy Horsfall, Finance Manager, Axess International.

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## Product: SAP Business One

### The Business Benefits of Using SAP Business One

Axess International have experienced a number of benefits from using SAP Business One, not least the upgrade to more current technology from an older system.

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- **More professional** – SAP Business One has enabled Axess to produce more professional looking paperwork, such as sales quotations, invoices, receipts for payment, and credit notes
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### The Future of SAP Business One at Axess International

SAP Business One has been a great asset to Axess International and it will continue to be for years to come. Aside from a few developments being carried out since the system went live in May 2014, the solution is in full use throughout the entire organisation.

Now that SAP Business One has been fully embedded and the processes have been finalised and tested, the plan is to integrate these with the SAP system used by their sister company, Euro Energy Resources. Euro Energy Resources supply battery packs, batteries, battery chargers, and battery testing equipment across a number of industries.

*Wendy elaborated on their plans, "Euro Energy have been using SAP Business One for a number of years, this also came under consideration when researching and selecting our new system, however we wanted to make the way that they use it even more efficient. Now that we have started using SAP at Axess and we have tried and tested our processes, we will be looking to roll those out into SAP over at our partner company. This will make overall reporting and planning easier, and everyone across the two companies will be pulling in the same direction."*

## The Future at Axess International:

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### About Tisski:



At Tisski we are dedicated to making a positive difference to your business. As a provider of CRM (Customer Relationship Management) and ERP (Enterprise Resource Planning) solutions we pride ourselves on delivering world class solutions.

Our long serving, experienced team of certified Microsoft Dynamics CRM & Dynamics NAV experts drive efficiency improvements, from lead tracking, account management and management reporting, to financial management, supply chain management, manufacturing and helpdesk support.

If you are considering a CRM or ERP system, please ask about our 'zero risk, try before you buy' implementation policy. Our customers were glad they did! Contact the team today on 0203 418 0411, or email [info@tisski.com](mailto:info@tisski.com).