



## FOOD SERVICE INDUSTRY ERP CONFIDENCE BOOST

CUSTOMER TESTIMONIAL

### BRITISH CANADIAN IMPORTERS (BCI)



**British Canadian Importers (BCI)** provides ingredients and equipment to food processors throughout Canada as well as acting as a sales agency for packaging and equipment companies in Canada and the Western United States.

“ We’re now very confident we’re choosing a great solution in Sage 300 ERP and a perfect partner in Plus Computer Solutions. ”

- Marilyn Bergen  
British Canadian  
Importers

#### THE CHALLENGE

Marilyn Bergen, Operations Leader for BCI, knew it was time to upgrade their technology. “Our ERP system wasn’t keeping pace with company growth and other changes. Too many tasks were still being done manually and operational costs were growing.” They knew they could make improvements, but not sure exactly how or where.

**Just one problem:** management needed to see a clear indication of the value to BCI before agreeing to invest in a new ERP system.

#### THE SOLUTION

A referral from Sage combined with a ringing endorsement from a food service industry colleague led BCI to **Plus Computer Solutions**, an award-winning technology consulting firm specializing in Sage 300 ERP. Plus recommended conducting a **Confidence Boost** - their program for building client trust in ERP system selection and implementation.

#### THE RESULTS

As BCI quickly learned, Plus Computer Systems does things differently. Typical vendor needs assessments focus on hardware and software requirements with the goal of building a quote for the project. Plus Computer, on the other hand, learns the client’s business inside-out, evaluates operational processes, interviews key personnel, and quantifies the potential impact of a new ERP implementation.

Their Confidence Boost analysis revealed duplication of effort and other operational inefficiencies that were conservatively costing BCI \$100,000 a year if they kept doing things the same way with no change. What’s more, Plus Computer uncovered over \$200,000 a year in potential benefits and added profits over BCI’s existing ERP system and processes.

Marilyn says the Confidence Boost was eye-opening. “We could actually see, understand, and quantify the project’s scope and potential improvements. We knew we were missing opportunities and thought we had a handle on the areas of inefficiency - but with the thorough approach and penetrating questions from Plus Computers, it turns out we underestimated it. At the end of it all, Marilyn points out that the Confidence Boost does exactly what the name says. “We’re now very confident we’re choosing a great solution in Sage 300 ERP and a perfect partner in Plus Computer Solutions.”



Building Confidence since 1991, Plus Computer Solutions have performed more than 2000 ERP implementations. Plus offer a Fixed Fee service and Money-back guarantee.

[www.plus.ca](http://www.plus.ca)