

EMERGENCY COMMUNICATIONS FIRM CHOOSES ACUMATICA OVER EVEREST FOR 50% TIME SAVINGS

Swissphone US

www.swissphone.com

COMPANY

- Location: US
- Industry: Communications
- Overview: Swissphone is a global communications company which caters to volunteer fire departments in America with emergency communication devices. Its subsidiary in the US was previously a customer of Everest ERP, but they found it to be unreliable and chose to switch to Acumatica's Cloud-based model.

KEY RESULTS

- 50 percent time savings
- Greater reliability
- Easier customization
- Better customer service



Swissphone is a global communications company which caters to volunteer fire departments in America with emergency communication devices.

“A reliable ERP system is very important to an emergency communications business like ours. Having a system delaying the processing of orders is something we cannot have.”

Chris Haag • Technician, Swissphone US

INTRODUCTION

Swissphone, headquartered in Switzerland, is a market leader for complete alerting solutions, command & control and safe communication. Its US subsidiary supplies analog and digital paging devices used for emergency events to volunteer fire departments in America.

SITUATION

In emergency situations, Swissphone's devices and communications systems are used to save lives. Reliability and responsiveness are its corporate hallmarks.

So when the ERP server system Swissphone was using—Everest ERP—started to fail, they knew they needed a better alternative. The ERP system was the backbone which allowed the team in the US to input orders for, track and ensure the quality of the pagers it was selling to fire departments in America.

The Everest ERP server was prone to crashing. Time was lost in trying to re-start the server and technicians were unable to find long-term fixes for these issues.

There was also a chronic lack of technical support. Swissphone had to rely on third-party technical support staff based in India. Chris Haag, Swissphone technician, says: “It was

just very difficult to communicate with Everest. It was difficult to get customizations built for us and to get our issues resolved. It was also very expensive. They kept jacking prices up every year."

There were even several occasions when power outages struck at the datacenter where the server was located, crippling the business.

"It got to a point where we got very frustrated with dealing with issues every single day. It was causing too much downtime. We started investigating cloud-based ERPs and we decided to make a switch."

SOLUTION

In their search for a new ERP solution which would have the power, usability, and speed of a client-server system, Swissphone evaluated Acumatica and Interprise Solutions' Cloud-based offerings. Ultimately, they chose to go with Acumatica because the tracking of device serial numbers could not be quickly built into the Interprise Solutions system.

With the support of Strata ERP, a Colorado-based Acumatica partner, Swissphone switched over to the new Acumatica system. The transition was completed smoothly over three months in 2012.

"Moving from one ERP system to another is a big process, but what I liked was that we were able to easily move a large portion of our customer database over. The transition was a lot easier than I expected," says Haag.



Paging device manufactured by Swissphone used for emergency communications with fire departments.

BENEFITS

The immediate result from switching over to Acumatica was its reliability. The server ran smoothly and Swissphone was able to easily access business data at any time.

The customizations Swissphone needed were also completed smoothly. Acumatica provides web-based customization tools as well as a fully documented API and SDK.

"With Acumatica, customizations seem to be built just the way we need it. After our customizations, the system is actually very smooth and fast now. It is streamlining a lot better," says Haag.

Robert Houdeshell, President of Strata ERP, estimates that in terms of time savings alone, Swissphone workers cut the time they previously spent on working out customization kinks and fixing server issues by 50 percent or more.

Another benefit is how add-ons are integrated into Acumatica. While Swissphone might previously have had to go through the hassle of implementing and using separate systems and tools for shipping, credit card processing and business intelligence, all this is built in to Acumatica. Houdeshell says: "It allows you to automate processes without paying for individual user licenses. Swissphone saves money in the process."

What Haag also appreciates is that Acumatica partner Strata ERP has been providing invaluable support. Acumatica has a strong and growing network of partners across the US as well as internationally who are ready and committed to the future of cloud ERP.

More importantly, the implementation of Acumatica ERP means that Swissphone can better serve its customers. "A reliable ERP system is very important to an emergency communications business like ours. If our systems don't run properly because our server is down, our customers and employees become frustrated," says Haag. "Now, our ERP is running smoothly, it is more reliable and is easier to customize. Acumatica is ideal for us."

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