



S U C C E S S S T O R Y

SynergERP & Sage X3 get Trefoil's stationery moving

When companies are at a crossroads and must make decisions quickly about which direction to take, hesitation can result in being left behind.

Often, companies will find themselves in a growth spurt that forces them to re-evaluate their internal systems. Without a re-evaluation, they can quickly transition from a fast-paced environment to trying to overcome sluggish business processes.

Simple solution

Find a system that will grow with your business and keep pace with the latest trends. Before implementing any system in a business, key decision-makers must not only think about what the system can do for them today, but what it can do in the future.

Trefoil, a wholesaler and distributor of stationery products, quickly realised as the business grew that it needed a solution to keep up with its growth. Switching to Sage X3, with SynergERP as its Sage partner, was the logical choice.



Company
Trefoil

Location
South Africa

Industry
Stationery Wholesaler

Solutions
Sage X3

Partner
SynergERP

The company needed an ERP system that could handle high transaction volumes, incorporate warehouse scanning and remain relevant as the business plans for future growth, all of which were no longer available to the company with its previous ERP system. Says Trefoil CEO, Alan Robertson: "It forced me to make the choice sooner rather than later; the problem won't go away by ignoring it."

Smooth implementation process

Sage X3 uses out-of-the-box technology, so onboarding with a company isn't a lengthy process - they can use the software almost immediately. If more functionality interventions are required, SynergERP works with its clients to ensure each business is introduced to module add-ons that will best suit the requirements. Each intervention is made with a specific purpose and planning in mind.

SynergERP helped Trefoil re-evaluate its processes and identified which system elements to focus on first to not overwhelm the business with a wave of change. SynergERP worked with Trefoil's in-house IT director to facilitate the process. When you partner with SynergERP, clients enter a long-term and dynamic partnership with a team that strives for continuous improvements to help clients accelerate their growth.

Obtaining the desired results

"Sage X3 has helped us manage stock per location in much more detail," says Robertson.

With the previous ERP system Trefoil was using, employees would generate a ticket for every item, even if the stock wasn't in the warehouse. Employees would waste time looking for items that weren't there. "Now they only check identified stock in the specific identified location. This aspect has boosted employee productivity immensely, so much so that in November 2017 (only seven months after going live), our sales units were up 6% on the previous year and overtime in that same period was down 40%. Employees are no longer chasing hours, but aim to be more productive and efficient," says a proud Robertson.



Key Outcomes:

- The scalable and flexible nature of Sage X3 supports Trefoil's current and future business requirements.
- Improved visibility of stockholding and management per location.
- Improved inventory management lead to a 40% reduction in overtime.

At SynergERP we partner with our clients, helping them to achieve financial and operational excellence through the best technology choices.

We are an award-winning Sage Platinum Partner, and in 2018 we celebrated 25 years of quality service to our clients.



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