

Sourcegate Technologies Pte Ltd – manage customer and supplier orders at finger tip

Coordinating customer and supplier orders are very critical in our business. The difference would mean winning or losing a long term customer. SystemGrafx has provided us with the tools and solutions that we can depend upon to make critical management decisions.

Mr Kenneth Lui
Director

Sourcegate Technologies Pte Ltd

Sourcegate Technologies Pte Ltd is expanding their business internationally in the electronic components trade. With constant changing global and regional economic atmosphere, Sourcegate Technologies Pte Ltd needs to be well equipped with information and technologies in order to keep ahead of the competition. They have spent countless man-hours to improve and perfect their products and do not wish to be ruin by weak customer service and support.

The management realise that SystemGrafx can understand their business practices and bind technologies to help replace and automate traditional processes. With the help of consultants from SystemGrafx, Sourcegate Technologies can spot the weak link in the business practices. SystemGrafx Technology Consultancy works very closely with the management to propose various options to improve and strengthen critical areas.

Customer Profile	Business Situation	Solution	Benefits
Sourcegate Technologies Pte Ltd is a fast expanding local firm gear toward global electronics business. They have secured several exclusive distribution rights from renowned components manufacturers and suppliers. Sourcegate Technologies Pte Ltd will continue to explore global business opportunities in the electronics industry.	Sourcegate Technologies Pte Ltd are receiving orders from customers every day and this information are fragmented in different spreadsheets and word processor documents. Searching for order information has become a time wasting routine. Customer wants and need to know order information and deliveries. This information is needed to be managed and coordinate the purchasing function to minimize inventory holdings.	To design and implement effective software system to capture the information flow in the entire organisation. This encompasses 2 major types of orders in details, Purchasing, Invoicing and finally the inventory control. Main focus is to improve customer relation and information system, so that users can make full use of computer systems to accomplish corporate goals.	<ul style="list-style-type: none"> • 400% improve in productivity in handling order enquiries. • Overall improve in productivity in all areas on the software system implementation • Easy of reporting for the management and daily reports for users to manage customer orders • Ease of use with enhanced user interface • Centralised data collection instead of distributed worksheets stored on individual computers.

Business Situation

Sourcegate Technologies Pte Ltd is targeting their business to grow rapidly into the next decade, with that vision and goal in mind, the management decided to computerise the internal software system. The current order information is stored on various computers and the key data are fragmented across all computer systems in the corporate office. Sales person generating quotation from the manual word processor and have to be converted into a spreadsheet after an order is won. This process increase the chances of error in the critical information, like the part number, must be precise to identify a similar part in the inventory. Information co-ordination is lacking in the environment. When customer calls and needs to enquire on order or to make changes to their shipment, user will have to manually searching through hundreds of orders to find the correct record or file before they can check and answer to customer. Human resources are tie up for this task. Staffs are under performing at the expense of a traditional system. Inventory records and movement are manually track, error can lead to expensive stocking cost which the management want to improve.

Solution

Sourcegate Technologies Pte Ltd seeks the advice from SystemGrafx Technology Consultancy to proposal a plan for computerisation. A detail design and deployment plan was drafted out for consideration and was confirmed by the management without hesitation. The software system is able to record the 2 major types of order entries in the business. With the detail schedules of each item in each order clearly recorded and keep in the computerised system. The management and users will have easy access to such information to perform customer service and speedily changes can be made with instant information retrieval. Purchase function is well link-up with the customer order system to replenish low level stock items and to track buffer inventory for future orders. Official quotations are generated from the software system and conversions are ease with data standardisation.

Benefits

The pain of computerisation is ease by the assistance from SystemGrafx Technology Consultancy. Computerised modules are in place at the designated phases. Overall improve in the productivity is evidently felt with the implementation. Business data flow substantially improved with centralised data storage and backup plans for disaster recovery are suggested and adopted. Data are shared across the organisation and users can gain access to relevant information to support the company toward the corporate goals. The design of the software fit the business needs and generates synergies effects to enhance the outlook of the corporate image.

About SystemGrafx Pte Ltd

SystemGrafx is a specialist in providing computerisation consultancy, business solutions and application development services based on industry best practices and cost effective technologies. It is our commitment to deliver the best business solutions to our value customers through helping companies, their employees, partners and customers in enhancing collaboration, lower cost, build business relationships and promote revenue growth.

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