

## A Better Way to Analyze Your Business

Owners and senior-level executives generally endure a number of pain points in terms of business reporting capabilities in their businesses, including inflexibility, accuracy, and timeliness.

Plus Computer Solutions Ltd, a firm that aims to offer more value and services than basic ERP implementation, considers Sage 300 ERP\* Intelligence Reporting as a solution that addresses these business needs. "Our customers are always looking for better ways to analyze their business. They want to have the information at their fingertips and would like to use tools that are user friendly," says Glen Mund, president, Plus Computer Solutions Ltd.

### Adding value

Based on the familiar Microsoft® Excel® application and incorporated into Sage 300 ERP software, Mund feels that Intelligence Reporting offers all of the above and addresses some of the weaknesses of existing reporting solutions. "SAP® Crystal Reports is a bit confusing for many clients, and the GL FR and F9 are limited to general ledger reporting," he says.

The Intelligence Reporting Dashboard Report, built on a commonly used platform (Microsoft Excel) and utilizing Excel functionality like PivotTables very effectively, was a major consideration for Mund to adopt Intelligence Reporting as a BI solution to offer his customers. With Intelligence Reporting his clients now have the ability to quickly and easily obtain the information required for improved operations and reporting across their entire business.

He adds that it is "a reasonably priced product when you consider the value it provides. It offers a long-term service revenue stream for clients who need extensive reporting requirements or short-term service revenue streams for clients who want training so they can take a do-it-yourself approach."



### Glen Mund, President

#### Partner

Plus Computer Solutions Ltd

#### Industry

Business Solutions and Consulting

#### Location

Burnaby, B.C., Canada

#### System

Sage 300 ERP

#### Other Products Partner Supports

Sage CRM

Sage HRMS

Sage Fixed Assets



### Challenge

Many businesses serviced by Plus Computer Solutions Ltd were experiencing frustrations with their reporting and having issues with accuracy, flexibility, and timeliness.

### Solution

Sage 300 ERP Intelligence Reporting provides the ability to quickly and easily obtain the information required for improved operations and reporting across an entire business.

### Results

Sage 300 ERP Intelligence Reporting software has impacted positively on the decision making ability of clients, allowing Plus Computer Solutions Ltd to offer a proven add-on solution to ERP reporting.

### Encouraging adoption

In Mund's opinion, "There is a bit of a stigma around reporting and BI tools in the Sage 300 ERP market space due to products that cannot offer the end-to-end solution that Intelligence Reporting offers." For this reason, Plus Computer Solutions actively communicated the product benefits to its install base, positioning Intelligence Reporting as a product that could significantly reduce reporting and business intelligence pain that owners and executives were likely to be enduring.

The team also heavily promoted the Sage offers during the initial release and actively publicized overview sessions for clients to review the free version of Intelligence Reporting\*\* that is available with Sage 300 ERP.

### Learning from implementation

The main obstacle that Plus Computer Solutions encountered in getting started with Intelligence Reporting in the marketplace was that it did not train enough resources early on and reached capacity very quickly. "We should have trained more resources right out of the gate," says Mund, "We maxed our capacity very early on. It should probably be part of every consultant's toolkit." There were, however, no unexpected challenges in implementation for the Plus Computer Solutions team, and they find that the Excel front end makes it easier to get users up and running. According to Mund, "the learning curve for the product is better than average because it is built on the Excel platform. Perhaps the biggest challenge was properly pricing jobs due to our lack of experience with the product."

The Plus Computer Solutions team encourages the use of the standard report templates that ship with Intelligence Reporting and also customize reports according to their clients' specific needs. Mund has found that the Dashboard Report in particular adds huge value and therefore uses it a lot and the Financial Statements a fair bit. The team has also repurposed some of the canned reports among different clients, thereby enhancing their revenue-earning ability.

### Exceeding expectations

Plus Computer Solutions has exceeded expectations in both Intelligence Reporting software and consulting services sales, which Mund attributes to the positive impact of the product on the decision-making ability of his clients: "Intelligence Reporting allows us to offer a true end-to-end solution that now includes a comprehensive one-stop offering for BI, consolidated reporting, and dashboard reporting on non-Sage 300 ERP databases. The adoption of Intelligence Reporting as an add-on solution to standard ERP reporting is a good decision for the right clients."

\*Sage 300 ERP was named Sage ERP Accpac when Plus Computer Systems Ltd initially implemented this solution. The product names have been updated in this case study to reflect current naming.

\*\*New and current Sage 300 ERP customers receive a single Report Manager license for 5.6, 6.0, and 2012 as a Sage Business Care benefit.

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—Glen Mund, President



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## About Plus Computer Solutions

Based in British Columbia, Canada, Plus Computer Solutions specializes in Sage 300 ERP, Sage CRM, Sage HRMS, and Sage Fixed Assets solutions and prides itself in undertaking ERP implementation through reliable software, impeccable customer service, and a fixed-fee, money-back guarantee. It offers a wide range of Sage 300 ERP business solutions and a variety of business software solution services including Sage 300 ERP service, Sage 300 ERP training, Sage 300 ERP support, Sage 300 ERP customization, Sage 300 ERP setup, data repair and recovery, and consulting.

Plus Computer Solutions is an award-winning value added reseller of Sage 300 ERP and Sage CRM.

## About Sage 300 ERP Intelligence Reporting

Sage 300 ERP Intelligence Reporting provides immediate insight into meaningful information from across your business, delivering automated financial, payroll, and management reports in the familiar environment of Microsoft® Excel®. The reports can be accessed at any time and are fully customizable with drill-down capabilities, allowing for enhanced collaboration and decision making.

Sage 300 ERP Intelligence Reporting integrates with your Sage 300 ERP software package, pulling real-time data directly from the database, thereby eliminating manual report preparation and repetitive data extracts.

Sage Intelligence is also the Sage BI offering for Sage 50 Accounting—U.S. Edition, Sage 50 Accounting—Canadian Edition, Sage 300 ERP, Sage PFW ERP, Sage ERP X3 (Financial Reporting), Sage Evolution, Sage Pastel Partner and Xpress, Sage Pastel Payroll, and Sage VIP Payroll, serving over 25,000 users worldwide.

For more information on please go to: [www.sageintelligence.com](http://www.sageintelligence.com)

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## About The Sage Group plc

Sage Group plc is a leading global provider of business management software to small and medium sized companies, creating greater freedom for them to succeed. Sage understands how and why each business is unique. We provide products and services that suit varying needs, are a pleasure to use, and are secure and efficient. Formed in 1981, Sage was floated on the London Stock Exchange in 1989 and entered the FTSE 100 in 1999. Sage has over 6 million customers and more than 13,380 employees in 24 countries covering the UK & Ireland, mainland Europe, North America, South Africa, Australia, Asia, and Brazil. For further information please visit: [www.sage.com](http://www.sage.com)

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