

Sage 100 ERP | Customer Success

Sage 100 ERP—a Clear Solution for OptoSigma

OptoSigma is the United States subsidiary of Sigma Koki, the large Japanese optical component manufacturer. Since 1995, OptoSigma has been distributing highly specialized products to medical device manufacturers, testing firms, and research universities. The company bases its reputation on delivering exceptional products backed by a knowledgeable and responsive staff. To help it maintain that reputation, OptoSigma relies on Sage 100 ERP.*

An Ideal Solution

For most of its history, OptoSigma used Sage PFW ERP as its distribution and accounting solution, but as part of a larger technology upgrade the company migrated to Sage 100 ERP. “We had been using an older version of Sage PFW ERP, and it was no longer meeting our needs,” recalls Steve McNamee, general manager of OptoSigma. “We discussed our options with our Sage business partner, and they recommended we move to Sage 100 ERP.”

Sage 100 ERP met all of the company’s requirements for its new ERP solution. “It is intuitive to use, plus the screens can be easily customized to match our workflow, which really eases the transition,” says McNamee. “Most important to us are the strong inventory control capabilities and bill of materials functionality. Sage 100 ERP is ideal for our company.”

A Smooth Transition

The company’s Sage business partner used the tools within Sage 100 ERP to import the company’s purchase order, sales order, payable, receivable, and inventory data into Sage 100 ERP. This enabled staff to work with actual business data from the start.

Accurate Forecasting

“We now have greater confidence in our business information,” says McNamee. “We can look at our data in a variety of ways through inquiries and reports. Sage 100 ERP is a reliable, secure, and easily accessible application.”

The ability to analyze sales data helps OptoSigma create accurate forecasts. “I look closely at customer sales and product sales by month and year over year,” explains McNamee.

*Sage 100 ERP was named Sage ERP MAS 90 when OptoSigma initially implemented this solution. The product names have been updated in this case study to reflect current naming.

Customer

OptoSigma

Industry

Industrial Optical, Mechanical and Motorized Components

Location

Santa Ana, California

Number of Locations

One

System

Sage 100 Standard ERP



Challenge

OptoSigma had been using an older version Sage PFW ERP which was no longer meeting its needs and sought to update to a powerful, modern ERP.

Solution

A straightforward migration path, rich feature set, and flexible user interface made Sage 100 ERP the right choice for OptoSigma.

Results

Comprehensive data available during order entry leads to improved customer service. Detailed sales metrics result in more accurate forecasting.

"We prepare a quarterly product line forecast for our parent company. The information available in Sage 100 ERP helps us make accurate forecasts, which saves us money and ensures we have the right product mix on hand."

Exceptional Service

One of OptoSigma's core values is delivering exceptional customer service, and Sage 100 ERP is helping. "With Sage 100 ERP, we are able to provide better and quicker service. For example, while a customer is on the phone, we easily can see what they have purchased before and at what price," McNamee explains. "Or, if a product they are ordering isn't in stock, we can query open purchase orders to see when the product is expected to arrive."

Another tool OptoSigma uses to deliver a higher level of service is the Paperless Office module, which converts paper invoices and statements into PDF documents that can instantly be sent to customers by email on request.

Improved Inventory Control

While most of OptoSigma's products are manufactured in Japan, the company does add value to the products it imports, including adding various optical coatings. The Sage 100 ERP Bill of Materials module streamlines the accounting and management of these items. "We set up a bill with the components including the core item, the coating, and the labor involved in applying the coating," explains McNamee. "As we complete these items, we process a production entry in the software, which relieves inventory of the components and puts the finished good into inventory ready for sale. With our old software, we did not have this capability. It has dramatically eased the handling of these items for us."

About Sage

Sage North America is part of The Sage Group plc, a leading global supplier of business management software and services. At Sage, we live and breathe business every day. We are passionate about helping our customers achieve their ambitions. Our range of business software and services is continually evolving as we innovate to answer our customers' needs. Our solutions support accounting, operations, customer relationship management, human resources, time tracking, merchant services, and the specialized needs of the construction, distribution, manufacturing, nonprofit, and real estate industries. The Sage Group plc, formed in 1981, was floated on the London Stock Exchange in 1989 and now employs 12,600 people and supports more than 6 million customers worldwide. For more information, please visit the website at www.SageNorthAmerica.com or call 866-996-7243. Follow Sage North America on Facebook at: <http://www.facebook.com/SageNorthAmerica> and Twitter at: <http://twitter.com/#!/sagenamerica>.

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**Steve McNamee
General Manager**

Many of the parts OptoSigma sells are custom items built specifically for a customer. In the old software, the company handled these as nonstock items. Nonstock items by definition are not tracked as inventory, which led to a series of manual transactions to issue the various components used in the production. Now the company can easily create a new part number for the custom part, even segmenting the part number to represent attributes such as the customer number for which the item was originally created. "It is an efficient, systematic way of handling these transactions that has eliminated a lot of manual steps and has led to improved inventory control," says McNamee.

In Sage 100 ERP, OptoSigma has found an ERP solution flexible enough to meet today's needs and scalable enough to meet tomorrow's growth. "We are just beginning to tap into all the software can offer," says McNamee. "It is a powerful application."