

Distributor Gains Critical Visibility into Supply Chain Through SAP Business One and Resolv

Challenge:

BrandTech Scientific, Inc. a distributor of quality lab equipment had an outdated system that was unable to provide real-time supply chain visibility or report accurately on inventory and logistics. They spent a great deal of time in their receiving process and could not easily provide customers with accurate ETAs.

Solution:

SAP Business One and Resolv provided a comprehensive enterprise resource planning (ERP) system with an integrated logistics and warehouse management solution to improve supply chain visibility and enhance data reporting.

Result:

The BrandTech team now has more confidence in their supply chain processes to react quickly and provide real-time updates to their customers through SAP Business One and Resolv. Utilizing Resolv's Container Management module, BrandTech has significantly increased container shipments each month.

BrandTech Scientific, a distributor of quality lab equipment founded in 1996, prides themselves on providing premium quality, high quality products with exceptional customer service across the United States and Canada. When COVID-19 hit in early 2020, BrandTech experienced major increases in demand and was affected by supply chain disruptions. Thankfully, they had the technology infrastructure in place with SAP Business One and Resolv to help push through and deliver important laboratory equipment to researchers, laboratories, and universities.



Industry: Distribution

Size: 60 Employees

Products & Services: Lab Equipment

Location: Essex, Connecticut

<https://www.brandtech.com/>

As a distributor, customer experience is critical to BrandTech and a key component of this is providing accurate inventory and delivery dates to their customers. Prior to implementing SAP Business One and Resolv, BrandTech had a reactive approach to customer communication. Their customer service team was unable to clearly see inventory and delivery updates and quickly alert customers on these changes.

BrandTech knew that they needed to modernize their systems and processes to maintain competitiveness in their industry and to achieve their goal of being the number one choice for customers.

VistaVu Solutions Knows Distribution & Logistics

BrandTech not only needed a solution that could support their logistics-heavy business, but they wanted to find a partner that truly understood the complexities of their industry. After meeting with multiple vendors, one thing became very clear to Carol Myers, Vice President of Finance, Operations & HR at BrandTech, "when we met with other SAP Business One Partners, they were reselling Resolv and we thought it was best to work directly with the source and developer of the product, so we called Achieve IT Solutions." Achieve IT, now part of VistaVu Solutions, developed Resolv as an integrated add-on to enhance SAP Business One's warehouse management and logistics functionality.

Tim Singleton, VP at VistaVu Solutions visited BrandTech's office to meet with their team and better understand their processes and requirements. Resolv seemed like a perfect fit for BrandTech as it had all of the functionality they required, including Container Management, Freight Management, integrations with UPS & Fedex, and more.

In total, BrandTech uses nine Resolv Modules, which work together within the add on in addition to Buyom, a credit support add-on through VistaVu. Carol noted that “while there are subtleties between SAP Business One and Resolv, it’s almost impossible to differentiate the two interfaces. Our team doesn’t realize it’s an add-on – to our employees, it’s seamless and feels like a part of Business One.”

Container Management Significantly Improved Visibility

One of the biggest points of interest for BrandTech when moving from their legacy system to Business One and Resolv five years ago was Resolv’s Container Management Module. Prior to having this in place, BrandTech spent a lot of time on their receiving processes. Now, when products arrive and get accounted for, they can use Resolv to receive it in the system directly and make items immediately available for customers, which has virtually eliminated much of their manual entry processes.

“Container Management is a very significant tool for us. Our supply team lives in it as it provides visibility on when containers are arriving and what exactly will be in them,” says Carol. Within the last year, additional functionality has been added so that BrandTech can update container dates and provide the best ETAs to their customers and employees to improve their experience. “If we know a container is going to be delayed, we can update everything in that container in a matter of minutes so that the date in the system is immediately changed.”

Creating an "Amazon Experience"

BrandTech, like many other distribution companies are feeling the pressure to deliver “Amazon-like Experiences” to their customers. This involves real-time updates on availability, shipping, and delivery dates.



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While BrandTech has been able to provide more timely delivery schedules through Container Management, they are currently working with the VistaVu team to advance query methodologies within SAP’s Available to Promise (ATP) solution. This will help them provide more real-time inventory information to their clients and communicate expectations around availability.

BrandTech has experienced tremendous growth since upgrading their technology infrastructure and they continue to invest in ways to increase visibility and improve their customer experience. Since working with VistaVu, BrandTech has been able to boost the number of containers and products they receive each month – exceeding levels that were previously not possible. As the world starts to recover from the pandemic, BrandTech is well positioned to achieve their growth and expansion plans with the strong foundation they have built through Business One and Resolv.

About VistaVu Solutions

VistaVu Solutions is an employee-owned integrator focusing on technology, innovation and solving critical mid-market business challenges across various industries. VistaVu is one of the largest SAP mid-market gold partners across North America and features unique add-on solutions for whole distribution (Resolv) and industrial field services (FieldVu).

About Resolv

Resolv is a fully integrated suite of distribution, logistics and warehouse management software, developed for SAP Business One. Resolv optimizes freight, shipping, and warehouse operations to increase productivity, quality, and revenue with integrated and mobile supply chain technology.

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