

Mining Supply Distributor Looks to SAP Business One to Streamline Operations for Continued Growth

Challenge:

Citland International LLC, a mining supply distributor relied on paper files, saved emails, and proprietary sales entry systems and standalone billing to manage business operations. This hindered growth and was an ineffective way to manage their work.

Solution:

A functional and flexible system, SAP Business One streamlined Citland's operations, increasing speed and transparency of transactions through order tracking and timely reporting.

Result:

Citland's team now has easier and more complete workflows allowing them to accomplish the same tasks in less time. They can quickly and easily follow all their transactions to ensure shipping deadlines are met and they now have access to timely reports on any outstanding transactions that previously were not possible.

This dynamic company looked to SAP Business One. Founded in 1989, Citland International is a leading mining supply distributor based in Alpharetta, GA. The company's core strength has been their ability to source and procure products cost effectively to the world's most demanding mining sites and projects. In addition to sourcing from traditional markets, such as North America, Australia, South Africa, and Western Europe, Citland also has developed a network of sources in emerging countries, such as China, India, Turkey, Brazil and several others in Eastern Europe and the Far East.



Industry: Metals & Mining

Size: 22 Employees

Products & Services: Mining Supply Distributor

Location: Alpharetta, Georgia

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

Reducing Paper Files, Emails & Standalone Systems

Before implementing SAP Business One, Citland relied on paper files, saved emails, a proprietary sales entry system, and standalone billing to maintain its business operations. While the sales entry system allowed for fast order entry, it was not integrated into Citland's QuickBooks and did not allow for growth or effective management of work. Fulfilling an order meant entering data at least twice into a Quote or Order and then again into a Purchase Order.

Each person was required to manually follow each transaction, in detail, to ensure that the supplier met shipping deadlines. Additional overhead existed as the user then needed to produce paper-based records of the transaction and transfer the file to the accounting department to re-key for a third time. The system produced instances of delayed or incomplete billing and the increased potential for data entry error.



SAP Business One Streamlines & Improves Citland's Operations

The decision to choose SAP Business One and Achieve IT Solutions, now part of VistaVu Solutions, was based on the depth of functionality and flexibility of SAP Business One combined with VistaVu's comprehensive offering of business and technical expertise, and the availability of resources necessary for a global project implementation of this magnitude.



"SAP Business One provides Citland users with an easier and more complete workflow to accomplish the same tasks in less time. We can quickly and easily follow every transaction to ensure that the suppliers meet shipping deadlines. Management is now able to get timely reports on outstanding transactions and deviations from deadlines that were previously not possible."

said Bart Verbeke, Commercial Operations Manager of Citland International.

"SAP Business One provides Citland users with an easier and more complete workflow to accomplish the same tasks in less time. We can quickly and easily follow every transaction to ensure that the suppliers meet shipping"

"It is very rewarding to see how the Citland and VistaVu project teams collaborated on the implementation of SAP Business One to streamline and improve Citland's main operations." said Timothy Singleton, VP of Business One at VistaVu Solutions. "We look forward to extending this success to Citland's other locations."

About VistaVu Solutions:

VistaVu Solutions is an employee owned, mid-market integrator that focuses on technology, innovation, and solving critical mid-market business problems across various industries VistaVu is one of the largest SAP mid-market gold partners across North America, with specific add-on solutions for both Wholesale Distribution and Industrial Field Services.

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