Customer Stories

National Distributor of Wireless Devices Improves Inventory Control and Reduces Order Errors to Less Than 0.1% with SAP Business One and Resolv

Challenge:

Reliance Communications, a national distributor of wireless devices and accessories required efficient product tracking and inventory controls to ensure proper stock and timely delivery of products.

Solution:

SAP Business One and Resolv provided a comprehensive enterprise resource planning system and logistics and warehouse management solution to improve inventory controls, allowing Reliance to focus on growing their business.

Result:

Through improved inventory control, Reliance has reduced order errors to less than 0.1%, helping to build trust and credibility with clients. They are now able to create new processes for immediate receiving and shipping of large-quantity, high-volume products, shipping more than 1.5 million smartphones within the first month after implementation.

Reliance Communications, a national distributor of wireless devices and accessories based in Hauppauge, NY, has been a market leader in wireless products for more than two decades. As a one-stop solution provider for the world's leading wireless carriers and device manufacturers, Reliance focuses on distribution, product development and reverse logistics.

Reliance Communications
Connects. Delivers. Expands.

Industry: Wholesale Distribution
Size: 28 Employees
Products & Services: Distributor of wireless devices
Location: Hauppauge, New York
https://www.reliance.us/

Reliance's clients depend on them to ship devices when needed and they cannot afford to miss product launches or stock stale products. It is imperative that they have a fast, efficient, and uncomplicated system to ensure accurate timing and inventory.

Efficient Product Tracking and Inventory Controls

Before implementing SAP Business One and Resolv, Reliance struggled to get an accurate view of stock levels, locations, and intuitive reporting mechanisms to track all phases of customer activity. They knew that they needed a comprehensive system to help manage all aspects of their business.

The decision to partner with Achieve IT Solutions, now part of VistaVu Solutions, was based on their expertise in logistics and warehouse management. Resolv is VistaVu's Supply Chain Management solution that has been developed for and embedded within SAP Business

One, providing robust functionality in the areas of Distribution, Logistics, Warehouse Management and Business Productivity, the perfect solution for Reliance to improve tracking and inventory controls.

With Resolv, SAP Business One, and VistaVu, Reliance was able to cut over to their new system in just one weekend. As part of the implementation process, Reliance experienced zero business disruptions and billed more than $1 million USD on the second day after launch. They were able to create new processes that allowed users to easily upload advanced-shipping notifications for immediate receiving and shipping of large quantity, high volume products. As a result, Reliance was able to successfully ship more than 1.5 million smartphones in the first month. VistaVu also implemented 2D bar-coding and a robust warehouse solution for order fulfillment, along with automatic email PDF to invoice creation to help Reliance increase accuracy and speed of operations.

With a solid ERP system and warehouse solution in place, Reliance can now focus its operations and resources on optimizing the business and scaling for growth.

With Resolv and SAP Business One, Reliance was able to cut over to their new system over one weekend, allowing them to bill more than $1 million USD the second day after launch.

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.

About Resolv:

Resolv is a fully integrated suite of distribution, logistics and warehouse management software, developed for and powered by SAP Business One. Resolv is designed to optimize freight, shipping and warehouse operations to reduce operating costs, while increasing productivity, quality and revenue with integrated and mobile supply chain technologies.

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