



EXCELSIOR INTERNATIONAL GROUP

SAP® BUSINESS ONE HELPS EXPORTER KEEP PACE IN LATIN AMERICA

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Crescencio Ruiz, Business Solutions Consultant,
Michell Consulting Group

QUICK FACTS

Company

- Name: Excelsior International Group Inc.
- Location: Miami
- Industry: Wholesale distribution
- Products and services: Export of packaging materials and juice concentrates
- Revenue: US\$8 million
- Employees: 11
- Web site: www.excelsiorintlgroup.com
- Partner: Michell Consulting Group

Challenges and Opportunities

- Build integration between legacy systems
- Improve company-wide visibility of operational, sales, and finance data
- Respond quickly to customer requests

Objectives

- Establish a single platform to support integrated processes
- Improve access to business-critical information
- Enable faster resolution of customer inquiries

SAP Solution and Services

SAP® Business One application

Implementation Highlights

- Achieved minimal disruption to core business activities
- Used a phased training program

Why SAP

- Trusted reputation of the SAP brand
- Comprehensive, user-friendly functionality
- Easy customizability to fit with precise business needs

Benefits

- Improved process efficiency across the business
- Better support for management decision making
- More responsive customer service
- Faster and more accurate financial reporting

Existing Environment

Legacy software

Third-Party Integration

- Database: Microsoft SQL
- Hardware: IBM xSeries servers
- Operating system: Microsoft Windows



Tango. Samba. Mambo. Cha-cha-cha. The alluring rhythm of Latin American music has many forms. Aficionados know how that smooth, sophisticated beat can get a place jumping. A similar tempo prevails in the Latin American export market where you have to be fast to fit in. Excelsior International Group Inc. knows all about that. As a Miami-based exporter of packaging materials and juice concentrates to the Caribbean, Central American, and South American markets, it knows from experience: a speedy response is a vital differentiator. With its tightly knit, industrious workforce of 11, Excelsior counts several major manufacturers among its customers.

Flexible Solution

Excelsior decided it needed a new solution that would offer improved access to critical information across all areas of the business. It approached SAP partner Michell Consulting Group for advice. "We felt that the SAP Business One application would support Excelsior's core processes, while giving us the flexibility to provide a solution that is tailored to the company's exact requirements," says Crescencio Ruiz, business solutions consultant at Michell Consulting Group.

Impressed by the range of user-friendly functionality that the SAP® Business One application offers, and feeling that SAP was a brand it could trust, Excelsior decided to go ahead with the implementation.

Easy Access to Accurate Information

Supporting business processes across sales, purchasing, and accounting functions, SAP Business One provides staff with the information they need, when they need it. Drill-down functionality provides rapid access to electronically stored documentation such as delivery notes or invoices. With the information at their fingertips, staff can answer customer inquiries promptly and more efficiently, which means they can offer a more professional service to their customers.

Integrating the company's processes within a single software solution makes it easier to reconcile the accounts each month and significantly reduces the time required for financial reporting. The result is increased productivity.



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