

# CI.COM (P) Ltd.

GOLD Development Partner of Sage

## CUSTOMER SUCCESS

### CI.COM THE dependable development vendor to Datec Fiji Ltd

Datec is the leading business technology, services and solutions provider in Papua New Guinea, Fiji and other Island Nations throughout the South Pacific region. The company offers technology peripherals, software, professional and data services to a wide range of government and business operations. Adding to its strong market position, Datec is a licensed reseller in the South Pacific of top business brands including Avaya, Canon, Cisco, Diebold, Hewlett Packard, IBM, Microsoft and Oracle among others.

### Issue Background - Datec Fiji Limited

We have Vodafone Fiji Limited as a customer of ours and they are using Sage ACCPAC 5.4 Enterprise Edition on SQL 2005 64 bit. They are using all the financial and operational modules of ACCPAC including Serialized Inventory module of ACCPAC.

Their business has grown a lot and they are invoicing at least 5000 phones daily which involves Serial numbers. They are using Order Entry to perform Invoicing and IC to perform assembly and transfers.

They have been facing a lot of delays while invoicing, whereby it takes around 1 hour to invoice 100 phones. This was affecting their business a lot.

The release date of ACCPAC 5.6 was not finalized and the customer needed an immediate solution. We were looking for a quick solution to address this performance issue faced by Vodafone Fiji Limited.

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datec

*"CI.COM has done a great job and the scanning described by the customer as "happening at lightning speed" and we would like to thank you for this solution."*

*- Umesh Nand,  
Senior Software Consultant  
Datec Fiji Limited*

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### CHALLENGES

Lack of Support on technical issues on custom solutions to Sage Accpac ERP Users.

Delay/Turnaround time in invoicing.

Lack of experts in Sage Accpac SDK development.

### SOLUTIONS

Customized solution to the problem using Sage Accpac SDK and without impacting the business logics and product standards of Sage Accpac.

Adopting to clients time zone to support during critical situations.

### RESULTS

Our solution helped datec to hold on their customer with Sage Accpac rather looking for a different product/solution.

Our solution brought down the delay in invoicing 100 phones/hr to lightening speed.

# Case Study

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We approached CI.COM for addressing this performance issue. There was a quick turnaround from CI.COM to join hands with us in fixing the clients problem. They came out with a quick customized solution by analyzing the problem.

## Custom Solution - Thinking out of the box.

CI provided a custom solution that would capture the serial nos. immediately into a list the moment it is scanned and verifies the serial nos. from the database for the existence rather searching from the list of all the serial nos. available for an item. The solution does not change the scanning methodology as that would again pave time to learn the new method of scanning for the client.

The new solution has enabled the Vodafone Fiji Limited to vastly improve the productivity and effectiveness. For example, before implementing the solution it took 1 hour to invoice 100 phones and after implementing the new solution it takes only few seconds to invoice the same number of phones saving client's time in booking invoices.



## How CI astonished the client?

Serialized Inventory Picker:

This is a performance tuning solution for Vodafone Fiji Limited who uses Sage Accpac ERP's Serialized Inventory module for its products. It was taking 1 hour for 100 units of an item to invoice. Client need to scan each and every unit and capture the serial number. The Serialized Inventory Picker solves the performance issue by taking just few seconds to scan 100 units for invoicing. The solution helped the client to scale up invoicing 5000 units of items without any performance issue into a question.



Client's (Vodafone Fiji Limited) response after using our customized solution.

"CI.COM has done a great job and the scanning described by the customer as "happening at lightning speed" and we would like to thank you for this."



## Your Goal Is Ours

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Development Partner

**GOLD**

CI.COM is a successful Sage Gold Development Partner helping Sage Business Partners to satisfy the wish list of the end users. CI has experience and expertise in suggesting solutions (including the technology to be used) that address the business problems faced by the end users.

### Benefits

**Increased Revenue:** CI.COM provides leading software solutions to SMB companies and helps them in solving their business process problems and thereby satisfying their wish list.

**Cost Reduction:** CI.COM through its experience has always been able to constitute and activate at ease, an off shore development team of experienced software professionals capable of tackling challenges and bringing optimum solutions on time with quality at a very reasonable cost.

With more than 75 man years of experience in Sage Products Customization and developing crystal reports etc. CI.COM can claim in-depth knowledge of both domain and technology for providing support to Sage Product users and also for "Add on" Solutions for Sage ERP Products.

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**We are on the web**  
[www.ciglobalsolutions.com](http://www.ciglobalsolutions.com)

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