

Hoya Vision Care Sees Business Clearly With Sage ERP X3

Hoya Vision Care of the Americas is a Lewisville, TX-based manufacturer and distributor of high-quality eye-care products and services. The company supplies a complete range of lens designs, coatings, and materials to eye care professionals located within the United States, Canada, and South American countries. With extensive experience, knowledge, and state-of-the-art technology, Hoya developed its own lens materials, lens designs, and coating techniques.

System Evaluation

An aging legacy application written by its parent company in Japan, the system was no longer capable of supporting the company's fast-growing transaction volumes.

Constrained by a system that limited its team to creating only 100 invoices per day, Hoya required that the new system have the ability to handle an unlimited number of transactions, customers, and pricing options. The team wanted a more user-friendly system that could automate processes that were controlled by Excel® spreadsheets. Additionally, they were seeking a warehousing application that would enable them to increase their capacity and speed, provide better physical procedure control, and be tweaked to fit their specific business needs.

After comparing ERP products through an online selection service, the Hoya evaluation committee chose three vendors to interview by phone and invited only one of them to perform a product demonstration—Sage.

The Sage ERP X3 team conducted a comprehensive demo that showed Hoya how Sage ERP X3 integrates in-depth functionalities to cover the entire distribution process and how easily the software could be configured to meet its specific business practices.

Convinced of the system's ability to meet their needs, especially in the areas of warehousing capabilities and business information, the Hoya team selected Sage ERP X3. "We particularly valued the system's wealth of features at a cost-effective price," says Kraig Black, Hoya vice president of information technology.

Customer

Hoya Vision Care of the Americas

Industry

Manufacturer and distributor of ophthalmic lenses

Location

Lewisville, TX

Number of Employees

1,300

System

Sage ERP X3



Challenge

The company's old software did not support its high volume of transactions and did not offer a full-featured warehousing solution.

Solution

Sage ERP X3 was selected for its in-depth functionality that covers the entire distribution process and for its ability to be configured to meet specific needs.

Results

Rapid implementation sped return on investment. Inventory variance is down substantially. Open technology allows features to be added by internal staff.

The Implementation

Hoya required a quick implementation to support increasing order volumes—both sales orders from its labs and purchase order receipts from the Far East—consisting of thousands of line items.

To achieve this goal, the company's implementation team took an ownership role in the process. "We are the experts in our business," says Black. "In order to be sure we got what we needed from the system and to ensure that we could be self-sufficient in the future, we had to take ownership of the implementation."

Committed to their role in the installation and following the Sage implementation methodology, Hoya implemented the Sage ERP X3 order fulfillment, inventory management, purchasing, advanced warehousing, and data collection function in only four months.

The company is also making use of specialized functions for identifying products (based on optical lens style and power) and performing landed cost calculations.

Results

Sage ERP X3 has proven to be the customer-friendly and employee-friendly system that Hoya was seeking. Since the installation, Hoya has doubled its customer base and increased its inventory by 500,000 pieces.

"We have far better control than before," says Black. Prior to the implementation, Hoya's average piece variance was between 12,000 and 18,000 of a 1.5 million-piece inventory. Currently, with the ability to automatically decrement inventory, this rate is 600 of 2 million.

About Sage

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Vice President, IT
Hoya Vision Care

The company has increased availability of business information as Sage ERP X3 provides it with real-time indicators and enables the team to create their own reports. And the open technology enables them to add their own features without a large IT staff.

"We're very happy with Sage ERP X3," concluded Black. "With few configurations, we feel like we've hit a home run."

In fact, the implementation has gone so well that Sage ERP X3 has been deployed at Hoya's UK division.