

Sage ERP X3 | Customer Success Story

Sage ERP X3 Supports a Healthy Operation at Boiron USA

Founded in France in 1932, Boiron, a world leader in homeopathic medicines, has built a presence in 67 countries. Its U.S. operation, Boiron USA, employs 125 and operates from facilities on both the East and West Coasts. With more than 800 medicines that are regulated as drugs by the FDA and adhere to the guidelines of the Homeopathic Pharmacopoeia of the United States, Boiron USA's products can be found in major retailers such as Whole Foods, CVS, and Walmart. The rapidly growing company required a scalable ERP solution to support its global operations; Boiron USA selected Sage ERP X3.

Select a Global Solution

After the company's corporate headquarters in France successfully implemented Sage ERP X3, Boiron USA took a serious look at the solution. "Sage ERP X3 is very popular in the European Union, and our headquarters gives the product a strong recommendation," says Fabrice Figliolini, information technology manager for Boiron USA. "However, we also evaluated several other options. We selected Sage ERP X3 because it was the broadest, most inclusive solution that supported our international requirements. It meets the vast majority of our needs out of the box, and it lends itself to customization, giving us the unique functionality we need."

With its robust multi-currency, multi-location, and multi-company functionality and a powerful, flexible web-native architecture that accommodates a distributed workforce, Sage ERP X3 fits the Boiron USA global business model. As part of a multi-national organization, Boiron USA appreciates that Sage ERP X3 is available in eight languages and that data and processes can easily be shared across its operations.

Swift Implementation

The financial reporting and accounting modules were implemented quickly and efficiently, and the company has plans to add the warehouse management components in the near future. Sage consultants worked with Boiron USA to migrate its existing data into the new system, cleaning and de-duplicating the data as necessary. "Sage was a big help to us during the implementation," says Figliolini.

Challenge

Boiron USA sought a powerful ERP solution with robust international capabilities to replace several disconnected systems.

Solution

Sage ERP X3 was selected for its breadth of functionality and low cost of ownership.

Results

Rapid implementation and streamlined data conversion jump-started productivity. Global feature set supports international operation.

Customer

Boiron USA

Industry

Pharmaceuticals

Location

Newtown Square, Pennsylvania

Number of Locations

2

System

Sage ERP X3



Figliolini adds that the intuitive interface of Sage ERP X3 facilitated and simplified training. “Our staff was up to speed and productive in a short period of time,” he says.

Using the product’s toolset and the advice and assistance of the Sage development team, Boiron USA created several custom processes and workflows to meet the unique business requirements of the organization.

“We have been able to replace several of our disconnected applications already,” Figliolini says. “And we have integrated Sage ERP X3 with our legacy distribution systems, which allows us to continue to be productive until we implement the full Sage ERP X3 suite.”

Streamline Workflows

Figliolini reports that Sage ERP X3 has dramatically streamlined the process of generating purchase orders. “We can set levels of approval by employee and route the requisitions automatically through the approval process,” he says. “As a result, we have gained visibility into our spending that was difficult to obtain prior to implementation.”

Boiron USA puts the CRM (customer relationship management) component of Sage ERP X3 to strategic use. “Its integration with accounts receivable is very complete and operates in real time, so accounting and sales personnel all have a complete view of our customers,” says Figliolini. “The CRM module streamlines our collection activity greatly.”

Management and staff alike are making use of the analytic and business intelligence tools within Sage ERP X3 to report on the data they need to do their jobs.

“By bringing all of our corporate data together in a single system, Sage ERP X3 has become a decision-making tool for us.”

Fabrice Figliolini, IT Manager
Boiron USA

Rapid Return on Investment

“There has been a measurable productivity gain from our finance team. Daily tasks are quicker and easier to accomplish because we no longer need to export data to spreadsheets or database applications to generate the reports we require,” says Figliolini. “By bringing all of our corporate data together in a single system, Sage ERP X3 has become a decision-making tool for us.”

About Sage North America

Sage North America is part of The Sage Group plc, a leading global supplier of business management software and services. Sage North America employs 4,000 people and supports 3.2 million small and mid-sized business customers. The Sage Group plc, formed in 1981, was floated on the London Stock Exchange in 1989 and now employs 13,400 people and supports 6.3 million customers worldwide. For more information, please visit the website at www.SageNorthAmerica.com.