



AMPHARMCO RECEIVES THE PERFECT REMEDY WITH SWK TECHNOLOGIES

CLIENT: **AMPHARMCO**

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Victor Corts
Vice President of Operations
AmPharmCo

“Empowered and self-sufficient are just two ways to describe how our organization is operating after SWK Technologies implemented our Sage Enterprise Management system,” commented Cathy Abel, CFO for AmPharmCo, a Texas-based manufacturer of top-quality products for the pharmaceuticals, pet health and cosmetics industries.

Since 1999, AmPharmCo has been committed to innovation, quality, service and trust. These pillars have set their company apart. However, with an out-of-date manufacturing system, they were challenged and found themselves in need of a new solution.

OUT-OF-DATE SYSTEM COMPROMISES EFFICIENCY

“Our old manufacturing software caused us to rely heavily on paper-based processes and did not integrate with our accounting system,” stated Victor Corts, Vice President of Operations. “Inventory tracking was difficult, to say the least, and did not give us the intelligence we needed in a timely manner.” From manually generated work orders to impossible reporting processes, AmPharmCo’s team was bottlenecked by their outdated system.

“We knew that we needed a new system but we didn’t have the manpower to properly learn and implement it all at once,” commented Corts. “Our team needed a phased implementation and a software expert that would work within our needs.” AmPharmCo set out to find a new software solution and provider.

IMPLEMENTATION AT THE SPEED OF THE CUSTOMER

AmPharmCo was referred to SWK and after a multi-step needs analysis, SWK recommended they take a look at Sage Enterprise Management. “We previewed the product and it was clear that this was a great suggestion. Our entire team gave it a thumbs up and were excited to move forward,” stated Corts.

SWK structured the implementation schedule to work within the team's availability. Cathy Abel commented, "Taking a lot of training sessions all at once and trying to implement a new system is like drinking from a fire hose. We appreciated SWK's willingness to work at our pace and the slow approach of bringing on a few modules at a time."

ROI + EMPOWERED STAFF = THE PRESCRIPTION FOR AN EFFICIENT BUSINESS

"Sage Enterprise Management has provided us with a great return on investment," stated Cortis. "Before, our inventory system was not integrated with our other databases, making inventory tracking difficult. If a customer called to check on the status of an order, the supervisor would literally have to walk the floor to locate the order. Since SWK implemented Sage Enterprise Management, our delivery times are 25% faster, P.O. turnaround times that used to take days now take just hours and overall our organization is much more efficient."

Another deficiency of the old system was the inability to connect sales orders to work orders. "We had to generate work orders on spreadsheets and we couldn't see the status of work in process," stated Cortis. "The lack of integration also made it impossible to extract information for sales analysis and reporting. Now everything is automated and our new processes have saved us hundreds of hours. We have information at our fingertips, which empowers us to make intelligent decisions to grow our business."

"SWK did a remarkable job of empowering our team. They took time to teach us so that we could eventually be self-sufficient," stated Abel. "They structured Sage Enterprise Management to match our workflow and taught us how to make enhancements such as customizing reports and queries. Knowing how to fully utilize our business software makes us much more efficient and allows us to manage the system internally. When we do need outside support SWK takes care of all our needs and they are fair about charging us for value received. We could not be happier with SWK and would highly recommend them!"

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