



EASTERN CURRENTS DISTRIBUTING

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Eastern Currents Distributing (Eastern Currents) is a primary source of clinical and therapeutic supplies for progressive health care professionals. The company's customers are health care practitioners practicing acupuncture, traditional Chinese medicine, and complimentary health care. The company enjoys sustained growth and requires a robust accounting and business management software that can expand as the company grows. The solution Eastern Currents relies on is Sage 300 (formerly Sage ERP Accpac) backed by the professional team at BAASS Business Solutions.

Due for a Check Up

Eastern Currents had been successfully using Simply Accounting by Sage, but ran into limitations when its user count grew beyond what was supported by the software. “We were growing and needed the capability to scale upward” says John Stan, president

of Eastern Currents. “In addition, we needed a system that would enable us to accurately track our inventory, maintain detailed customer history, and integrate all aspects of our operation”

Stick with a Winner

Stan surveyed available mid-market ERP solutions, but admits a bias towards Sage. “I liked the Simply Accounting by Sage software very much, and the service we received from Sage was exceptional,” he recalls, “when we were looking to take the leap up to a more powerful system, I looked closely at Sage 300.”

Eastern Currents contacted two local Sage business partners, and found BAASS Business Solutions to be the most responsive and knowledgeable. “They were able to provide solutions to our current problems and address all of the concerns I raised” recalls Stan. “The consultants have accounting

knowledge and know the product inside and out. They were able to assemble a solution that works very well for us”

Return on Investment

The conversion from Simply Accounting to Sage 300 went smoothly, Stan reports. “There were a lot of changes that involved a fairly committed restructuring of how we did things” he says. “But BAASS Business Solutions was there to help implement the change over. They helped us deal with some of the infrastructure changes that we needed to put in place to handle the more powerful program.”

Cost was a major consideration during the transition and BAASS Business Solutions was able to work with Eastern Currents to prioritize and streamline aspects of the implementation, minimizing costs where possible, and helping to deliver a rapid return on investment.

An Enterprise-Wide Solution Sage 300 has proven to be an indispensable tool for Eastern Currents. It is used across every department in the organization, from order taking, to shipping and receiving, inventory management and general accounting.

"The software allows us to effectively track all aspects of our business – thousands of inventory items and lot numbers, and more than 10,000 customers" says Stan.

Stan credits the scalability of Sage 300 with facilitating the company's growth. Eastern Currents has expanded to a second location and opened a second warehouse since the implementation. "Our investment has allowed us to grow beyond the limits of our other software" he says.

Above and Beyond

BAASS Business Solutions' customer service extends beyond its support of the company's Sage 300 installation. Stan recalls a situation where the server became overloaded, jeopardizing back-ups and overall data integrity. "Our IT team was not able to resolve the situation. We lost a day's worth of data and were feeling quite vulnerable," Stan Says. "I called BAASS Business Solutions and they brought in an additional server to handle the overload. They configured it

and allowed us to use it for a few months until we were able to upgrade our own infrastructure. That was a clear example of a company going above and beyond. We really appreciate their commitment to customer service.

A True Partnership

Stan is confident that in Sage 300, Eastern Currents Distributing has selected a solution that will scale with the company through years of growth. "The system is full featured" he notes. "There are features that we are still discovering. Each year we learn more and are able to use the system more fully and completely"

He has equal confidence in his company's relationship with BAASS Business Solutions. "It is a collaborative relationship, rather than a sales relationship" Stan concludes. "I feel a real sense of partnership with BAASS; they are as committed to our success with their product as we are to our customers' success with our products"



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- John Stan