

#### Company

- Name: Excelsior International Group Inc.
- Location: Miami
- Industry: Wholesale distribution
- Products and services:
  Export of packaging materials and juice concentrates
- Revenue: US \$8 million
- Employees: 11
- Web site: www.excelsiorintlgroup.com
- Partner: Michell Consulting Group

# **Challenges and Opportunities**

- Build integration between legacy systems
- Improve company-wide visibility of operational, sales, and finance data
- Respond quickly to customer requests

# Implementation Highlights

- Achieved minimal disruption to core business activities
- Used a phased training program

#### Why SAP

- Trusted reputation of the SAP brand
- Comprehensive, user-friendly functionality
- Easy customizability to fit with precise business needs

#### **Benefits**

- Improved process efficiency across the business
- Better support for management decision making
- More responsive customer service Faster and more accurate financial

## **Objectives**

- Establish a single platform to support integrated processes
- Improve access to business-critical information
- Enable faster resolution of customer inquiries

### **SAP Solution and Services**

SAP® Business One application reporting

# **Existing Environment**

Legacy software

# **Third-Party Integration**

- Database: Microsoft SQL
- Hardware: IBM xSeries servers
- Operating system: Microsoft Windows

# Excelsior International Group Sap® Business One Helps Exporter Keep Pace In Latin America

Tango. Samba. Mambo. Cha-cha-cha. The alluring rhythm of Latin American music has many forms. Aficionados know how that smooth, sophisticated beat can get a place jumping. A similar tempo prevails in the Latin American export market where you have to be fast to fit in. Excelsior International Group Inc. knows all about that. As a Miami-based exporter of packaging materials and juice concentrates to the Caribbean, Central American, and South American markets, it knows from experience: a speedy response is a vital differentiator. With its tightly knit, industrious workforce of 11, Excelsior counts several major manufacturers among its customers.

#### **Flexible Solution**

Excelsior decided it needed a new solution that would offer improved access to critical information across all areas of the business. It approached SAP partner Michell Consulting Group for advice.

Impressed by the range of user-friendly functionality that the SAP® Business One application offers, and feeling that SAP was a brand it could trust, Excelsior decided to go ahead with the implementation.

"We felt that the SAP Business One application would support Excelsior's core processes, while giving us the flexibility to provide a solution that is tailored to the company's exact requirements."

Crescencio Ruiz, **Business Solutions Consultant,** *Michell Consulting Group* 



### **Easy Access to Accurate Information**

Supporting business processes across sales, purchasing, and accounting functions, SAP Business One provides staff with the information they need, when they need it. Drill-down functionality provides rapid access to electronically stored documentation such as delivery notes or invoices.

With the information at their fingertips, staff can answer customer inquiries promptly and more efficiently, which means they can offer a more professional service to their customers.



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