



(800) 657-3344

www.SYSERA.net



CUSTOMER:

Wiley X Eyewear
Livermore, CA
www.wileyx.com

INDUSTRY:

Protective eyewear & garments

Locations: 1

Employees: 70+

Size: \$30M

Solution Components: Sage Accpac ERP, Iciniti Webstore, Iciniti Credit Card, RedTail EDI, DataSelf BI

Users on System: 50



Authorized Partner



SUCCESS STORY

Wiley X Rides Explosive Growth with End-to-End Solution

When September 11, 2001 transformed the United States, it also transformed Wiley X Eyewear. The company's market niche – safety glasses and goggles – had previously been relatively small. Suddenly, hundreds of thousands of American troops needed protective eyewear for Afghanistan and Iraq.

Wiley X found itself swamped with business, which also includes fashionable protective eyewear. But it was still processing orders manually, using a stand-alone webstore, and the owner was paying invoices with hand-written checks. It began searching for a business partner to streamline operations.

"Sysera had exactly what we needed," says John Barrett, COO. "They were a full turnkey provider, offering an end-to-end solution with total integration. After a brief demo, it was obvious that no one could touch Sysera's solution."

SYSERA'S SINGLE SYSTEM

Wiley X has now fully automated all aspects of accounting and e-commerce. It relies on Sage Accpac ERP as its financial backbone, RedTail EDI for electronic transactions with large customers, DataSelf for data warehousing, and Iciniti Webstore, all integrated by Sysera into one seamless system.

CHALLENGE:

Immediate need for fully integrated webstore, EDI and CRM capabilities and automated accounting to support rapid growth

SOLUTION:

End-to-end system designed and implemented by Sysera

RESULTS:

Solution eliminated three man-years; saving \$250K/year in write-offs or write-downs; avoided \$10K in re-engineering costs



“By eliminating wild fluctuations, we’re saving about \$250,000 a year in inventory write offs or write downs. This is in addition to an overall savings of about three man-years of labor.”

— John Barrett, Chief Operations Officer, Wiley X Eyewear



Authorized Partner



(800) 657-3344

www.SYSERA.net

7600 Dublin Blvd, Suite 215
Dublin, CA 94568

info@sysera.net

Gone are the days when Wiley X employees took orders on paper and handed them to another department for entry. Today orders are input to Sage Accpac automatically, whether they arrive via EDI, the webstore, or phone. “Order accuracy is now 100 percent, because we have eliminated the human factor,” says Barrett. “Our system reduced data-entry tasks that once required 16 work hours a day down to just three.”

Both the EDI and webstore are administered through Sage Accpac, eliminating the typical headaches of synching data. “The accounting system drives everything,” says Barrett. “You can change a price once in Accpac, and it updates everywhere else throughout the system.”

POWERFUL COMPONENTS

Barrett appreciates the strength of the webstore product. “Inciniti is amazing, because it offers such a high level of integration with Accpac right out of the box,” he says. “A sales person can log into the webstore and view all their customer data in Accpac. The versatility cuts down on both up-front and administrative costs.”

RedTail EDI automates e-commerce with Wiley X’s largest B2B trading partners. “We have doubled our EDI volume by adding several huge new customers, thanks to the software,” Barrett notes. “The EDI easily paid for itself within four months.”

DataSelf manages the company’s business intelligence. Easy to use and deploy, DataSelf comes pre-configured with a data warehouse, OLAP cubes, dashboards and over 2,000 reports and KPIs.

“DataSelf provides real-time inventory and fantastic reporting,” says Barrett. “We know precisely how many items we have on hand at all times. If a big order comes in, the system alerts us so we can schedule air shipments if necessary. Previously, we had lots of costly

peaks and valleys in inventory. By eliminating these wild fluctuations, we’re saving about \$250,000 a year in inventory write offs or write downs. This is in addition to an overall savings of about three man-years of labor.”

SMOOTH SAILING WITH SYSERA

Barrett gives major kudos to his business partner. “We basically wanted someone to come in and fix us. Fortunately, Sysera had the depth of experience and methodology to do just that. They took the time to really understand our business, uncover unmet needs and develop an appropriate implementation plan,” he comments.

In a series of meetings, Sysera demonstrated how to set up items, customers, and vendors; how purchases would occur; and how the part code structure would function in Accpac.

Next, Sysera conducted hands-on training for Wiley X’s end users. For the first few weeks, they had two people on site, and at least one for the rest of the first month. Sysera also wrote a detailed user’s manual explaining all aspects of the new system. More than 100 pages long, the manual contains screen shots on everything from placing orders and setting up customers, to generating pick tickets, all illustrated with screen shots.

Barrett feels that Sysera’s methodology sets it apart from other system integrators. “Sysera builds a system right the first time. By spending design time up front, they avoid wasting tens of thousands of dollars in re-engineering down the road. Their approach probably saved about four weeks in implementation time, plus untold grief.”

By the end of 2009, Wiley X will become one of only a few ISO-certified eyewear manufacturers in the world. “We certainly wouldn’t be where we are today, approaching a milestone like ISO certification, without Sysera on our team,” says Barrett.