

After recognizing a need for an honest and reliable distributor in our area, Allgrade Bolt & Chain Inc. was incorporated in the fall of 1991. Since then Allgrade has supplied customers in every region of Ontario as well as our eastern and western provinces and in the United States.



Allgrade Bolt & Chain chooses SyAcc Fully Integrated ERP Solution

Allgrade Bolt & Chain Inc. was incorporated in the fall of 1991 has been supplying customers across Canada and the United States with fasteners, chain and lifting products. Their product line also includes a wide range of industrial supplies and tooling, with an expanded line of fasteners in all types of ferrous and non ferrous materials conforming to required specifications. They also specialize in custom items, nylon fasteners and hard to find items and provide complete documentation and traceability to suit their customer's requirements.

Starting with SyAcc

"The first computer system we ever purchased was the classic SyAcc System. It was in 1992 when we had just opened our doors and it served us very well for over 15 years. We developed an outstanding relationship with SyAcc over that time so continuing with them was the only logical decision"

– Jason Boyd, Vice President

Limitations

When Allgrade underwent some organizational changes it quickly became apparent to them that their old version of SyAcc was limiting their operational strategy for the future. "When we switched to the new version, we were no longer confined to what our computer system would allow us to do operationally, we were easily able to tailor the system to work the way we wanted it to."

– Jason Boyd, Vice President

Industry

Distributor of Nuts, Bolts, Chain & Lifting products for Multiple industries, and tooling such as drills, taps, cutters and blades, grinding and finishing products, located in Mississauga, Ontario

The Challenge

- ✓ Multiple divisions
- ✓ Manual data entry
- ✓ Separate, disparate systems
- ✓ Limited visibility
- ✓ Outgrown legacy system
- ✓ Inefficient planning practices
- ✓ Time consuming processes
- ✓ Error-prone systems

Solution & Services

- ✓ Fully integrated
- ✓ Scalable ERP solution
- ✓ Customizable reports
- ✓ Automated, scheduled reports
- ✓ Integrated CRM
- ✓ Small-business budget

The Benefits

- ✓ Improved visibility into inventory
- ✓ Efficiency in reporting
- ✓ Strengthened planning capabilities
- ✓ Reduced load on IS department
- ✓ Accuracy in bills of material
- ✓ Greater order volume
- ✓ Increased accountability



What the new SyAcc could do that the old system didn't

Work in a Modern Windows Environment – "We're finally able to email Quotations, Orders, and Invoices to our Customers. The old Character and Unix based systems just couldn't handle that cleanly." – **Jason Boyd**

Ease of use – With the new system in place, Allgrade finds it much easier to train new staff as the majority of their new employees have good knowledge of the Windows environment. With the old system it would have been impossible for new employees to grasp the system's concepts without a high level of training – **Jason Boyd**

Modify screens, fields, reports and inquiries – "With the new system, we're able to totally customize it ourselves. We've modified screens, fields, reports and inquiries without the need to contact SyAcc and have a programmer do it for us." – **Jason Boyd**

Why SyAcc was chosen

"We were very happy with the relationship we established with SyAcc and the incredible support they provided us for the many years that we had been partners. We really wanted to maintain that relationship and the fact that their new system was also one of the best available didn't hurt either." – Jason Boyd

Results

No Limitations – "We're no longer limited by our software, we can change things procedurally and be confident that we can have our software change with us."

Best Value – Allgrade was able to upgrade to the latest Windows version of SyAcc without having to pay any licensing, or SyAcc software fees as they were already a support-paying partner. The monthly support fees remained unchanged as there were no additional licenses required.

Smooth Conversion – As an existing SyAcc partner, Allgrade's conversion process was smooth and seamless. The conversion of historical data was conducted by the same programmers that worked with Allgrade's Unix system, affording them complete visibility and familiarity across both systems.

Customer Support – "We were able to maintain the great level of support that had been provided to us for the past 15 years." – Jason Boyd