



eIS Business Solutions Customer Solution Case Study Leucos USA

Customer

Leucos (USA)

Web site

www.leucosusa.com

Company size

15 employees in the US

Location

Edison, New Jersey

Industry

Wholesale/Distribution

Customer Profile

Founded in 1962, Leucos USA is a renowned leader of contemporary glass lighting designs.

Software and Services

Microsoft Dynamics GP



Building a Trusted Partnership With Real Results

The Challenge

An undisputed leader in the industry, Leucos USA has made tremendous impact as America's most influential Italian lighting manufacturer. Leucos' prominence is confirmed by its many acknowledgements, including the "Best Booth Award" at Light Fair 2002, "Best of Category Award" at Light Fair 2003, "Good Design Awards" in 2003 and 2004 from The Chicago Athenaeum, and a "Best Booth Award" and "Award of Excellence" at HD Expo 2005.

Yet, like all fast-growing companies, there have been challenges. Leucos' business model relies on a vast network of dealers to sell the company's product. As such, success is dependent on Leucos' ability to ship products accurately and efficiently to these dealers. The company's software plays a leading role in making this happen and in providing insight into inventory needs.

When they came to eIS Business Solutions, Leucos was facing issues with its Microsoft-based system that supported all shipping efforts. Eva Iuliano, controller for Leucos USA, explains, "We had a lot of data in the system but we couldn't get it out. Furthermore, we couldn't provide our clients with an accurate estimate of when they would receive products. Without pulling manual files, we didn't know what was in transit or in the warehouse. Not only was this inefficient, it was not customer-focused."

The Solution

With the help of eIS Business Solutions, Leucos soon discovered that existing processes, not technology, were hindering efforts. "Within one hour of meeting



About eIS Business Solutions

For over 18 years, the people of eIS Business Solutions, a Gold-Certified Microsoft Partner, have been identifying, implementing and improving business processes through technology and business process re-engineering in partnership with our clients in the New York and New Jersey metropolitan area. In 2006 we opened our West Coast offices in Palm Springs, CA. Over 120 companies in industries including wholesale/distribution, manufacturing, health care, service and government have placed their trust and continue to place their trust in our team. Through our strong partnerships with industry leading vendors such as Microsoft and Open Systems, we can offer you exceptional services with full confidence that we will exceed our promises to you. Please visit our site at www.eisBusinessSolutions.com

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with an eIS Business Solutions representative, we had questions answered and a few viable solutions to our immediate problems,” affirms Iuliano.

Iuliano emphasizes that eIS Business Solutions brings a skilled, proven approach at understanding clients’ challenges and current situations, with the goal of providing a practical, cost-effective and customer-focused solution. “I know that if I bring eIS Business Solutions a problem, they will ask me insightful questions that help to expand the understanding of the problem. More important, they consider everything, including how our current challenges and potential solutions could affect our customers, employees, and other trading partners. They aren’t just interested in providing a solution but in providing the right solution whether it requires software or a change in our business process.”

The Benefits

Significant time savings

With the guidance of eIS Business Solutions, Leucos linked its UPS system to the accounting system, drastically reducing the time it takes to answer customers’ shipping-related questions. Iuliano notes that the time to resolve questions has decreased from 20 minutes to less than one minute. “Multiply that by 10 inquiries a day and it’s an astronomical time savings. We also can now send out tracking numbers with each invoice, which reduces the number of calls we get, allowing us to use our time more efficiently.”

Major reporting improvements

Leucos strives to continue improving its reporting capabilities, particularly to support its parent office and sales staff. To that end, eIS Business Solutions added additional fields to its Microsoft-based solution to help Leucos track additional information that enhanced reporting. Furthermore, with one click, Leucos can run reports easily, saving hours. These reports are integral to providing the sales incentives to our dealers and providing timely feedback. This has resulted in increased sales for our dealers and therefore for us.

Considerable process enhancements

In the past, Leucos’ processes were extremely manual. For example, employees printed an extra copy of an invoice to file in case a customer requested a copy. With the help of eIS Business Solutions, Leucos now is considering a more efficient solution that automatically faxes or emails statements along with backup copies of all invoices. The solution requires no manual intervention, which would ultimately save both time and money related to collection efforts.

“When we met eIS Business Solutions, it was obvious that we had found a company that excelled at diagnosing problems. That was eight years ago,” says Iuliano. “We continue to run most of our technical challenges by them as our trusted resource. It is one of the smartest relationships we ever entered into.”