

Joy Carpets & Vision33: A Partnership for SAP Business One Success

SAP Business One




Vision33

About



Headquartered in Fort Oglethorpe, Georgia, Joy Carpets has been family-owned in every sense of the word since its founding in 1981.

“My mother’s name is Joy,” says Andrew Dobosh, Joy Carpets’s COO. “Granddad named the company after his daughter. My parents ran it for years. My older brother and I have been in it for over 20 years. It’s all I’ve ever done.”

Joy Carpets designs, manufactures, and distributes eye-catching specialty flooring for the residential, commercial, hospitality, and educational markets. Its products reach customers worldwide through a dealer network of independent, online, and large national retailers.

See the perfect Joy Carpets area rug on Wayfair or Amazon? Select your size, place your order, and grab it from your front door. Need specialty carpeting installed? A retailer—like Lowe’s in the US—will measure your space, recommend the right product, and install it for you.

Using only premium yarns, injection-dye technology, and innovative backing systems, Joy Carpets delivers standout designs backed by consistent quality and attentive customer service.



If You “Make It or Move It,” You Need SAP Business One

Joy Carpets may have fewer than 30 employees, but its operations, expansive dealer network, and global customer base demand sophisticated business management software.

Before adopting an enterprise resource planning (ERP) solution, Joy Carpets used a carpet-industry-specific system developed by a small local company.

“The system did the job for 15 years, but it was antiquated,” Andrew says. “We’re talking black screens, and you could only use the keyboard, not a mouse. We said, ‘We’re outgrowing this. We can do better.’”

Andrew evaluated two popular cloud ERP solutions and chose SAP Business One.

“Our closest manufacturing partner runs SAP,” he explains. “It made for more of a happy marriage—better synergy between us.”

SAP Business One is the go-to cloud ERP solution for small and mid-sized businesses. By unifying financials, inventory, production, and sales, SAP Business One enables manufacturers and distributors to run smarter.



The First Partner: Roadblocks and Ransomware

Joy Carpets signed a contract with an Atlanta-based SAP Business One implementation partner assigned by SAP.

“About halfway through the project, things started to fall apart,” Andrew says. “We had an EDI component that they completely bungled, then punted to a team in India. It was a nightmare.”

Electronic data interchange (EDI) enables companies to exchange documents, such as purchase orders, invoices, and advanced shipping notices, in a standardised digital format.

EDI isn't optional for doing business with large national retailers—each retailer defines strict requirements business partners must meet to become and remain EDI-compliant and to transact successfully.

The EDI failure was only the beginning of the issues with Joy Carpets's first SAP Business One partner. They promised a ground-shipping plugin that never worked, then brought in a third-party shipping solution that fell short.

“The third party's solution was also completely useless,” Andrew says. “We just needed to mimic FedEx Ship Manager and UPS WorldShip. I had to find another third party on my own.”

Despite the setbacks, Joy Carpets went live with SAP Business One hosted in the implementation partner's private cloud.

“Then the partner had a massive ransomware attack that shut us down for a week,” Andrew says. “That was the last straw.”



Experience and Exclusive Solutions: Smooth Sailing With Vision33

Andrew's quest for a new technology partner led him to Vision33, a multi-award-winning SAP Business One partner with unmatched expertise and world-class support.

"Vision33 coordinated everything on the back end with SAP," Andrew says. "It's been smooth sailing ever since."

Because Joy Carpets was already running SAP Business One in a private cloud environment, Vision33 completed a seamless apples-to-apples migration to its own private cloud on AWS.

"Then, Vision33's Saltbox Integration Platform came to the rescue to handle our EDI, which is amazing," Andrew notes.

Saltbox is Vision33's exclusive cloud-based integration solution that connects any application, data set, or entire tech stack. For Joy Carpets, Saltbox acts as a middleman between SAP Business One and a supplier's SAP solution.

"The supplier uses the 'big boy' SAP," Andrew explains. "Saltbox takes our purchase order data out of SAP Business One and pushes it directly into the supplier's system. And Saltbox takes their data out of their system and pushes it directly into our SAP Business One. We see orders going when they ship. We get tracking info. We get invoices. It's electronic and automatic. Everything just shows up in our SAP Business One system without having to be manually entered."

Moving From Private to Public Cloud

Vision33 upgraded Joy Carpets from SAP Business One Version 9.3 to Version 10, then looked closer at the company's hosting environment. A Vision33 customer relationship manager recommended migrating from private to public cloud.

Vision33's public cloud, powered by AWS, keeps each customer's data and SAP Business One software isolated while benefiting from shared infrastructure. The subscription includes annual ERP and infrastructure upgrades, along with regular security updates.

Public cloud is an ideal fit for smaller companies running out-of-the-box SAP Business One with minimal customisation.

"Our Vision33 CRM said, 'Public cloud will save you money,'" Andrew says. "He's fantastic. I like to call him our handler. He's old school, where he'll pick up the phone and get things done rather than rely on electronic communications."

Andrew continues, "The transition to public cloud was smooth. I've noticed improved speed and performance. We have peace of mind knowing we'll always be on the latest patch level, the latest security. Coming from an IT background, I know how important that is, especially after being hit with ransomware in our previous life."



Peace of Mind, Powered by Partnership

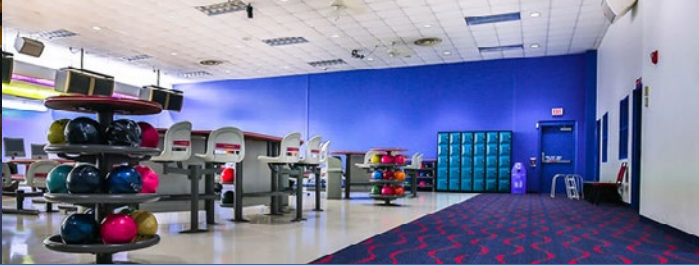
Implementing SAP Business One is only one step in transforming operations. Long-term success requires a trusted SAP Business One partner who has worked with the solution from its beginning and offers innovative solutions that maximise its value.

“When you’re working with cloud software, you can’t put your hands on it,” Andrew concludes. “You need a partner who’s on the spot, and Vision33 is.”

Joy Carpets plans to grow the old-school way: incrementally. Andrew says the company will expand its dealer network, refine its marketing, keep up with design trends, and introduce fresh products.

With SAP Business One as a solid technology foundation, Andrew and his brother are free to focus on growing their family’s legacy while providing the exceptional service customers have relied on for four generations.





Vision33 transforms business processes and results for customers by delivering value through the promise of technology and its benefits for growing businesses. For over 30 years, Vision33 has helped companies integrate and automate their business processes and applications to better serve their customers, employees, and stakeholders. The technologies may have changed drastically in 30 years, but Vision33's mission has never wavered.

With over 1,000 customers worldwide, Vision33 helps manufacturers, distributors, service firms, and SaaS businesses outperform their competition and lead their industries with successful technology investments.

With nearly 400 employees, Vision33 offers product expertise, business experience, and innovative technology leadership. Whether a global company with 100 subsidiaries or a small business, Vision33 works alongside every customer to meet their goals.

Vision33 also has formal partnerships to resell, implement, and support leading ERP applications, is a leader in cloud deployment, and has developed exclusive products, including Saltbox and Lumiya.

For more information about Vision33, visit vision33.co.uk

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contact@vision33.co.uk
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