

Experience to the Rescue: METRIC Switches to Vision33 for SAP Business One Implementation Excellence

 SAP Business One



 Vision33

About



The METRIC brand has been synonymous with parking since 1992, but its heritage stretches back over 140 years to the Bell Punch Company, which manufactured the first ticket-issuing machine that allowed people to pay for a journey based on a fixed number of stops.

Today, METRIC Group Ltd. is a technology company that designs and develops innovative solutions for the parking and transport sectors.

Located in Wiltshire, England, METRIC has manufactured and installed over 60,000 parking metres in over 45 countries. Its pay and display systems control over one million car parking spaces.

METRIC's engineers, computer scientists, designers, sales specialists, technicians, and administrators continuously innovate to deliver outstanding products and exceptional service.



Leaving Legacy ERP in the 1990s

Manufacturing demands robust business management software, but METRIC was on an older enterprise resource planning (ERP) solution designed for small and mid-sized discrete manufacturers. While still supported, the software had cumbersome reporting and limited integration capabilities.

“The system was installed in 1998”, says Connie Liu, a METRIC business manager. “The interface was dated. Everything was in blue and white text. It looked like something from a different era.”

METRIC needed a modern, intelligent cloud ERP solution to streamline processes, improve reporting, and connect to other software. And because the company services its machines, the new ERP solution had to efficiently handle service contracts.

After diligent research and a friend’s recommendation, Connie and her team chose SAP Business One.



Driving Modernisation With SAP Business One Cloud

Flexible and scalable, SAP Business One is one of the world's leading ERP solutions for growing small and mid-sized businesses.

SAP Business One unites accounting and financials, sales and CRM, purchasing and procurement, warehouse and production, and reporting and analytics on one easy-to-use cloud platform with anytime, anywhere access.

Manufacturers who run SAP Business One gain unprecedented visibility and make faster, data-driven decisions.



From Setbacks to Success With Vision33

The right technology is only as good as the partner who implements and supports it—*“Not all SAP implementation partners are created equal”*, Connie explains.

Many businesses implementing a new ERP solution don’t realise that they don’t have to stay with a single SAP Business One partner. *“It is not a straightforward process to change partners, as SAP normally does not deal directly with end users for the SAP Business One product”*, Connie says. *“However, the support Vision33 provided in managing the transition was exceptional—truly a breath of fresh air.”*

She’s glad she reached out.

It was time for METRIC to find a trusted, caring partner with experienced, certified consultants who live and breathe SAP Business One. Connie reviewed SAP’s official partner page and found Vision33 on the first page of a Google search.

As one of the first SAP Business One partners, multi-award-winning Vision33 offers world-class local support and the world’s largest team of certified consultants. The company has also developed several of its own IP solutions that maximise SAP Business One’s value.

“Vision33’s general manager understood there was a lot at stake and we needed to go live in a record-breaking amount of time”, Connie says.

“He assigned us his most experienced consultant, who’s been working with SAP Business One for over 20 years. We knew we’d have to put in a lot of hard work, but Vision33 made it as painless as possible.”



From Zero to 100: On Time and On Budget

METRIC and Vision33 immediately held a gap-fit workshop to identify what still needed to be done (*“Which was everything”*, Connie notes). Vision33 then trained Connie on uploading METRIC’s data into the test database.

“With Vision33, we literally went from zero to 100 in less than four months”, Connie says. “A lot of people would tell you it’s not possible to go live in such a short amount of time, but we did.”

METRIC’s SAP Business One implementation wasn’t just accomplished on time with Vision33—it was also within budget.

METRIC appreciated Vision33’s standard processes, including weekly budget reports and a dedicated Teams channel for communication and housing everything related to the project.

A Solid Cloud ERP Foundation, a World of Possibilities

Now, 30 users enjoy SAP Business One's modern interface, powerful cloud platform, and real-time information.

"SAP Business One has given us a lot more reporting capabilities", Connie says. "There's so much insight that can be pulled from the data. We're just so happy to have a modern system."

"SAP Business One has opened up a world of possibilities, especially with Vision33's Saltbox Integration Platform", Connie continues. "We have open APIs. We can integrate SAP Business One with other applications like the field management software we use to schedule our service engineers."



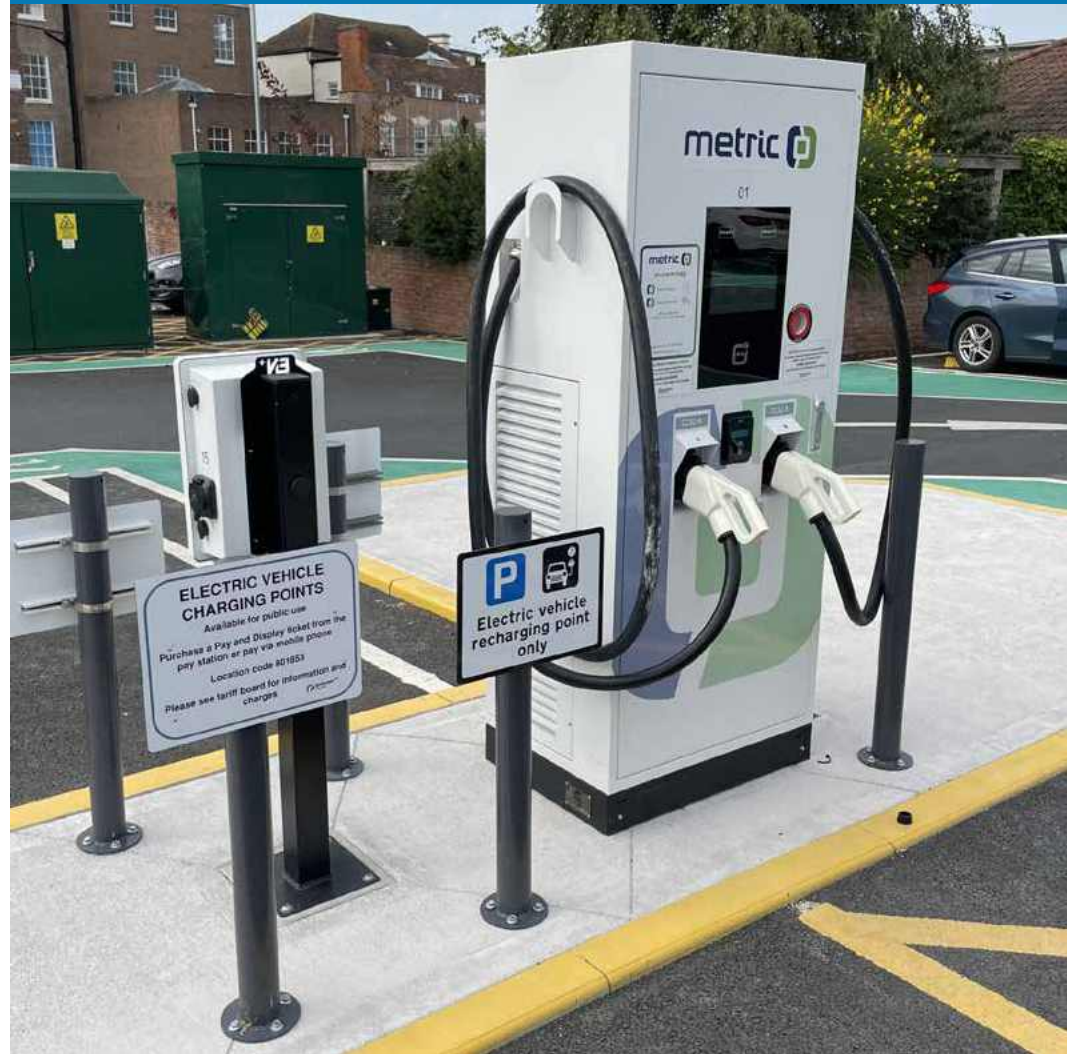
Expert Guidance, True Transformation

The right SAP Business One partner is the critical difference between simply implementing software and truly transforming how a business runs with long-term support.

Connie reflects, *"You need a partner experienced with the system. It's almost like taking a crash course on a new system with really experienced teachers. Vision33 could anticipate what we needed before we even thought of it. There's no substitute for that."*

METRIC's team is proud of its innovative approach that ensures quality, reliability, and efficiency in every product and service it delivers. The company abides by several guiding principles, one of which is technology adding value.

With SAP Business One, METRIC has laid a solid cloud ERP foundation with standardised processes and best practices. The company now has an extensible solution to prepare for what's next and future-proof operations.





In Safe Hands

Having been live for several months now, METRIC has been extremely pleased with the day-to-day support experience. Whether it's a simple question or a more urgent issue, Vision33's support team is easy to reach and highly responsive.

"You can email the support team at practically any time of day", Connie says. "We're still getting used to the new system and it's really nice to have a safety net. It's reassuring to know help is always there when we need it."

METRIC also appreciates the benefits of cloud deployment. *"We no longer have to worry about managing backups ourselves",* Connie continues. *"The cloud solution takes care of everything behind the scenes, giving us one less thing to think about."*

With a trusted support partner and a fully managed cloud solution, METRIC continues to realise the full value of its SAP Business One investment.



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 it's 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](https://www.vision33.co.uk).

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Contact award-winning
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