

Tingue Runs a Clean Operation With Vision33's Employee Portal for SAP Business One



Sales team enjoys self-service access to real-time information in SAP Business One



ABOUT

Tingue is a family-owned global supplier of high-quality laundry textiles, parts, supplies, re-manufactured equipment, and rigging services for industrial laundries. The company manufactures and stocks laundry parts and supplies for every make and model of equipment in the industry. From complimentary flatwork ironer condition reports to managing textile, supply, and part stock levels, Tingue improves linen throughput and finish quality while reducing expensive equipment repairs and down-time.

Tingue is headquartered in
Saddle Brook, NJ, and has facilities
in Greensboro, NC, Peachtree City, GA, and Toronto, Canada.

Visit them at www.tingue.com



A Challenge Was Unfolding

Tingue improved many business functions in 2021 when it implemented SAP Business One, a powerful enterprise resource planning (ERP) solution. But when its 45 salespeople began performing customer service functions like quoting and order entry, paper-based processes became overwhelming. Tingue needed a customer relationship management (CRM) system, but an off-the-shelf product like Salesforce wouldn't fit the bill.

“The struggle was getting our salespeople to understand that what they wanted wasn't easy to do,” explains Todd Nadler, director of Corporate Operations. “We needed something that fit our weird little industry.”

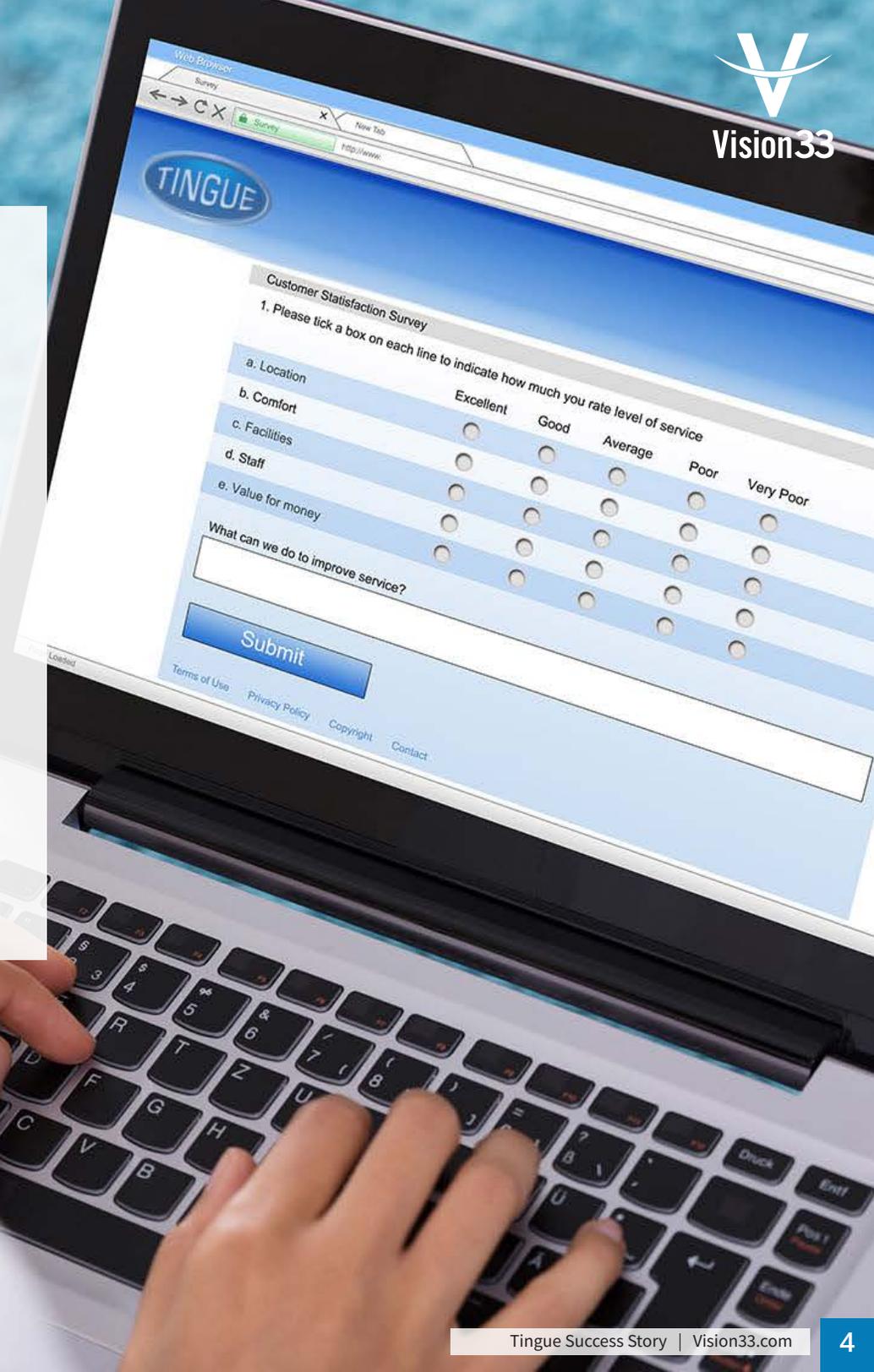
Todd Nadler searched for a web-based, easy-to-use add-on solution. “Our guys aren't tech-savvy,” he laughs. “And there's technically one IT professional in the entire company: me.”

Full Steam Ahead

Tingue partnered with Vision33, the leading global reseller for SAP Business One, because of Vision33's ERP expertise and exclusive SAP Business One Portals. The Vision33 Portals enable self-service access to real-time information in SAP Business One anytime, anywhere, on any device.

Vision33 worked with Tingue to implement the Employee Portal, which is ideal for team members who don't require a named SAP Business One user license but need to access company data. Since going live with Employee Portal, Tingue has collaborated with Vision33 on several enhancements and customisations.

Tingue representatives conduct surveys at every customer visit. One survey contains general visit details, machinery conditions, and consumables' inventory levels. The other is an ironer survey with detailed information of ironer evaluations.



Those are two very custom reports that are now built into the portal," Todd Nadler says.

Tingue also captures customer equipment information in the portal, including make, model, and serial number. The company leverages that information by tying it to a replacement parts database for easier ordering. "Then, we leverage that database for marketing endeavours," Todd explains. "If we have a special on parts for a specific make and model of equipment, we can say, 'These customers have at least one piece of equipment that fits that model. Let's micro-target them with emails.'"

Vision33 also created a 'last purchase' report for the portal. For each customer, the report lists one line for each unique item purchased, last date purchased, last price, and last discount. The report is tied to a special button for orders and quotes. When clicked, the button displays the report with plus icons to add those lines to the order quote, defaulting to the discount amount.

Salespeople no longer need to search for discounts, which is especially helpful when interacting with large chain customers. "We have 80,000 parts," Todd says, "so finding the exact right size is sometimes a pain. This helps."

In addition, integrated email within the portal enables automated invoice delivery and advanced ship notifications without searching for email addresses.

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*Todd Nadler, Director of
Corporate Operations*





A Load Off Their Minds

Vision33's Employee Portal has transformed how Tingue does business, and everyone who uses it appreciates its simplicity. "One of the bigger surprises is how many of the guys use it on their phones when they're in the middle of the laundry," Todd says. "That's become the preferred route."

Training new portal users is a breeze. "With our old system, I did the training myself," he says. "Sometimes I had to travel or work it into trips. Now, regional managers do portal training during their regular training. It's so easy to use I don't have to be involved."

The Employee Portal will play a critical role in Tingue's ongoing eCommerce project. Once all its equipment is in the system, ease-of-ordering buttons will be added to a Shopify website so Tingue's customers can easily find the parts they're looking for.





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 500 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 (saltbox.io) and iDocuments (idocuments.io).

For more information about Vision33, visit www.vision33.com.

Contact your nearest Vision33 sales office to discuss how we can help transform your business.

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