

Bentek Systems

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COMPANY

- Location: Headquartered in Calgary, Alberta
- Industry: Manufacturing

OVERVIEW

Founded in 1987, Bentek designs and manufactures innovative industrial wireless SCADA and Telemetry Solutions. From their facility in Calgary, Bentek Systems has been providing products and services to industries such as oil and gas, pipelines, water systems, mining and manufacturing across the globe.

After continued expansion and success, Bentek was looking to eliminate bottlenecks and time wasted using multiple applications. By implementing Acumatica, Bentek consolidated various systems into a single, cloud-based system that streamlined company operations and positioned them for growth.

KEY RESULTS

- Consolidated information—from quote to order to shipping to invoicing to payment; from many systems to a single system
- Improved financial reporting capabilities
- Improved job quoting, inventory counts and shipping
- Better allocated costs and improved margins on items sold
- Reallocated financial staff
- Gained real-time insight from custom dashboards for better decision-making

Bentek Systems overhauls and streamlines financial operations with Acumatica

“Our team couldn’t function without Acumatica. Without it, we were double-checking and double-checking because our data was coming from too many places ... Now we have a handle on our data and it is all in one spot.”

- Joy Theaker, Office Manager, Bentek Systems

SITUATION

Bentek manufactures, sells and installs remote satellite monitoring systems for oil and gas producers and other industries worldwide. When a network issue caused their computer systems to go down, executives found it difficult to reconstruct internal systems to ensure data wasn’t lost. The team immediately realized the many programs and processes they put in place as they grew needed to be streamlined and consolidated.

“We were using one program for accounting, and another one for quotes, sales orders and invoices,” says Joy Theaker, Bentek’s Office Manager who was brought in a year and a half ago to help implement the new system. “We were also using a different program to keep track of inventory, another one to track time and various spreadsheets to try to tie everything together.”

When the team went through past invoices and tried to reconstruct existing company processes, they found there were too many steps and people involved, which led to paperwork and information stored in many disconnected data repositories. The processes were inefficient and left room

for potential error. In the end, all of the programs were used for nothing more than day-to-day data entry.

There was no accountability or way to track an order from intake to final payment. As a result, inventory counts and value were not accurate and only updated in accounts at end of fiscal year. Bentek realized that all order, sales and shipping processes were disjointed and inefficient.

SOLUTION

In 2014, Bentek decided to implement Acumatica with the help of Murray Quibell, president of Aqurus Solutions Inc., an Acumatica Gold Certified Partner supporting Western Canada. Quibell had recognized the procedural problems a year earlier when Bentek first approached him about updating their financial and operations software.

“I recommended that they address their business processes before implementing a new software system,” he says. Bentek agreed.



Bentek did evaluate NetSuite, but liked Acumatica's all-inclusive user licensing, ease-of-use, cost-effectiveness and flexibility as well as Aqurus' on-site setup and ongoing support.

After Bentek put new operating systems and processes into place, Aqurus rolled out Acumatica in three phases over the course of the year. Together, they drew up an implementation plan that documented best practices and identified the smoothest way to move off the eight packages Bentek had been using.

Working with Aqurus was key to the successful implementation. "Murray has a broad knowledge of businesses of different types and understands accounting," Theaker says. "His team understands data, reporting and business analysis, and they are quick to respond to questions and issues."

President of Bentek, Ben Yee agrees, "I want to thank Murray Quibell of Aqurus and the Bentek Systems team for their effort in implementation of Acumatica Cloud ERP."

BENEFITS

Efficient accounting practices streamline workflow

Bentek's new streamlined workflow was one reason why Acumatica was easily accepted by the entire financial team. Implementing Acumatica had a dramatic impact, Theaker says. "Just having all our information in one spot has had a big impact on operations," she says, adding the financial team has saved countless hours by not having to hunt down information or having to reconcile discrepancies between systems. They threw out seven pallets of paper and eliminated six of the eight software packages.

"Payroll used to take three days because we had to go through all the time cards and match them to invoices. Now it only takes one hour to prepare," she adds.

Saved 100 hours a week with Acumatica

One person now does the work that previously took two and a half people to do, thanks to the more efficient system.

"I highly recommend Acumatica ERP to industry colleagues that are looking at implementation of an ERP system."

- Ben Yee, President, Bentek Systems

Orders can now be taken, shipped and electronically invoiced by one person. Invoices are now completed even before the courier has picked up the items. Quotes are now more accurate, and inventory is updated on a daily basis. Management now has insight into the company's financial health and can monitor in real-time margins on items and services sold. In addition, Bentek gained reporting capabilities it never even imagined.

Before Acumatica, Bentek's business systems evolved along with the business. While these worked perfectly at first, they lacked operational functionality to match business growth. The ability to track and analyze business functions in critical areas was not available. "Now when we put in a sales order and it ships, we know that's what the customer got and it takes 30 seconds to create an invoice," Theaker says. Previously, it was a manual process relying on paper files moving from the warehouse to the office. Each order needed to be reviewed and invoices were created manually with multiple paper copies printed at each stage.

New insight brings greater efficiencies

Previously, there was limited visibility of orders throughout the organization. It was difficult to check the status of sales orders to know when they should be shipped, or to

identify problems in real-time. While customer credit policies were in place, they weren't integrated in the system to help salespeople when preparing quotes or sales orders for customers over their limits. With Acumatica's centralized data and system alerts, "we can see how close we are and take action before shipping product and sending an invoice they might not pay," Theaker says. "We can request changes to the purchase order and submit a change order so our costs are covered. There was no way to know this before."

Leveraging corporate intelligence for growth

With optimized operational and financial systems working together, Bentek's management and financial reports are accurate and timely. Bentek now has the internal intelligence and operational insight needed to grow well into the future.

"Our team couldn't function without Acumatica," Theaker says. "Without it, we were double-checking and double-checking because our data was coming from too many places. It was inefficient to do that. Now we have a handle on our data and it is all in one spot."

President Ben Yee is also pleased: "I highly recommend Acumatica ERP to industry colleagues that are looking at implementation of an ERP system."