

SUCCESS STORY BOOK

VIGOR



SAP
Gold
Partner

SAP Business
One



ABOUT US

Ambition to take your company to the next level? Looking for a partner who can quickly get your business on track and who thinks along with you? Joining forces with a versatile specialist you can count on? Welcome to Vigor, pushing the limits for SMEs. Together with our employees, we are keen to optimize your small or medium-sized business.



ALL ABOUT OUR CUSTOMERS

At Vigor it's all about our customers.
A satisfied customer is the best
reference for our services. Their stories
are the best way to share our passion
and motivation

AFIX
Belgium

INDUSTRY
Construction

PRODUCTS AND SERVICES
Production, sale and rental of scaffolding

EMPLOYEES
150



"Both SAP Business One and Vigor are important business partners. They are in our daily lives, we discuss every change with Vigor, and SAP Business One has become a cornerstone of our organization."

Koen De Potter – CFO at Afix Group

www.afixgroup.com



Building on success with SAP Business One and Vigor

Scaffolding specialists Afix put their success down to Vigor and SAP Business One. Providing companywide visibility, better insights and processes that visibly benefit their customers' profits, Afix are scaling up across their industry.

50% OF BUSINESS IS RENTAL
and SAP Business One tracks every single transaction.

OBJECTIVES

- Afix was experiencing a delay in reporting, with low visibility on stock levels.
- Every transaction was accruing high costs due to poor control.
- Afix required software that could consolidate data, enabling faster responses to their customers.

WHY SAP AND VIGOR

- SAP Business One integrates with multiple business processes, offering an all-in-one solution.
- Vigor has been an accelerator to Afix' success by implementing SAP Business One seamlessly across all countries.

BENEFITS

- Afix now use the same processes within all their offices, enabling them to work more efficiently and gain better insights across their entire operation.
- Stock levels are accurately reported.
- All data is stored in one centralized location, which Afix can share with their customers so they too can view all of their transactions, helping with profit margins.
- Afix's customer service and retention has gone from strength to strength.



“With SAP Business One we can always go one step further. Implementation was worth the effort as we can see from the results that our business is growing again.”

Sofie Denys – accountant & internal responsible for SAP at Almeco

www.almeco.eu



SAP Business One - provider of new growth opportunities

Air and water solutions specialists, Almeco, partnered with Vigor and SAP Business One to unify their operations. Together they have improved customer service and enabled their business to successfully grow.

FULLY INTEGRATED
workflow across all departments

OBJECTIVES

- Almeco was finding it difficult to integrate new businesses they were acquiring.
- Almeco did not have a centralized system, so data was inaccurate and slow to obtain.
- Business had the potential to grow fast, but Almeco's old software was holding them back.

WHY SAP AND VIGOR

- SAP Business One had everything Almeco needed to run their daily operations and encourage growth.
- The team at Vigor supported Almeco throughout implementation and beyond, helping to develop the SAP software even further.

BENEFITS

- Workflow is now fully integrated.
- SAP Business One has become truly indispensable across all daily operations, from warehousing to orders to deliveries.
- Customer relationships have grown and improved.
- All members of the team can access real-time data, whether they're an engineer, accountant, sales advisor or manager.



"SAP Business One is the backbone of our company, it has never let us down. Thanks to Vigor, the system fits us like a tailor-made suit."

Christophe De Gussemme, Manager Finance, HR and IT, Altachem nv

www.lindalgroup.com



Altachem streamlines processes with SAP Business One

Altachem NV is part of the Lindal Group and is world market leader in the niche market of PU foam valves. The company specialises in valves for mounting and insulating foam aerosols used in construction. With SAP Business One and Vigor's help, the company streamlined its processes while achieving immense revenue growth.

OBJECTIVES

- Until 2006, Altachem often continued to operate on gut instinct, most of its processes were not streamlined and there was often a lack of transparency.
- Stock valuation and accounts receivable still took a relatively long time.

WHY SAP AND VIGOR

- Altachem wants to become a Factory of the Future with as few repetitive, manual tasks as possible.
- Management wanted to get more out of the company through digitisation and professionalisation.
- Altachem implemented SAP Business One with another IT partner but gradually expanded its use with Vigor from 2008 onwards, because they switch between tasks faster and more efficiently and continue to think with us about how we can improve our processes.

21
highly
trained and
motivated
employees

23 MILLION
euros turnover

BENEFITS

- SAP is indispensable to Altachem's accounting, procurement, production and sales processes.
- Stock inventories are fast and virtually error-free.
- The work floor is paper-free thanks to a linked app for processing work orders and displays with real-time production status.
- Debtors are under control thanks to automatic credit limit checks.
- Vigor responds quickly to inquiries and almost always has a creative, appropriate solution.
- Sales have more than doubled since the implementation of SAP Business One.



"We are very satisfied with our choice for SAP Business One and we continue to add further optimisation wit Vigor. When asked if we would choose the same combination, today our answer is a clear yes!"

Bart Balis, CEO Brouwland

www.brouwland.com



Brouwland continues to grow with SAP Business One

Wholesaler Brouwland is the European market leader in the sale of products for winemakers, beer brewers, liqueur makers and cheese makers. The tech-savvy family business uses SAP Business One to support and continue its strong growth of 19% in consecutive years.

OBJECTIVES

- Administration and accounting package with limited functionality, without multi-VAT for remote sales.
- No dashboarding.

WHY SAP AND VIGOR

- SAP Business One's user interface had a much calmer appearance than the competitors' software.
- There was an immediate click with Vigor and relying on that gut feeling paid off in many successes.

BENEFITS

- Order-to-cash process almost fully automated, from order checking to invoicing.
- Most manual work simplified and/or automated.
- More targeted customer contact through overview and insight, producing a better customer experience.

90%
of the order-to-cash
process is automated

145.000
unique visitors per
month on the website

- Enormous amount of historical data available, making it easier to produce reports and make informed decisions, and providing the ability to keep track of additional information.
- Solid integrations with WMS, forecasting software, Dashboarding, webshop and the POS cash system.
- EDI links with marketplaces and retail chains in the US to automatically process sales there in SAP.
- Weekly consultation with Vigor to further fine-tune and expand automation and the system.



www.bsm-bv.be

“With SAP Business One, we offer some of our customers a solution that makes our bookkeeping work more efficient. And the scalability of the system allows it to grow with SMEs. It’s ideal, because we no longer have to search for paper records in filing cabinets.”

Evi Moons, Associate and file manager, BSM



BSM solves SMEs bookkeeping conundrum with SAP Business One

BSM provides fiscal advice and takes care of the bookkeeping for both listed multinationals and single-person businesses. Some single-person businesses or smaller companies need administration services for certain simple business processes in addition to good bookkeeping. The office provides SMEs with access to SAP Business One as well as solid bookkeeping.

OBJECTIVES

- BSM received a lot of paperwork for the bookkeeping of single-person businesses and smaller companies, because these companies did not use ERP software.
- Due to the large amount of paperwork, the bookkeeping took an extremely long time.
- In addition to bookkeeping, smaller companies also asked BSM about the possibility of automating some business processes.

WHY SAP AND VIGOR

- BSM was already working with SAP Business One for larger SMEs with very positive results.
- Financial processes can be closely monitored in SAP Business One, which makes good bookkeeping easier.
- Vigor presented the possibility to smoothly support BSM clients' business processes with SAP Business One.

10 YEARS
of very positive
experience with
bookkeeping in
SAP Business One

4 HOURS
instead of spending
8 hours on an SME's
monthly accounts

BENEFITS

- BSM saves a great deal of time on drawing up financial products, such as annual reports and VAT returns, because going through paperwork is a thing of the past
- The user-friendliness of SAP Business One makes bookkeeping simpler
- BSM is now able to offer companies a total service, including access to the administration of business processes in addition to bookkeeping.



www.btlplastics.com

“SAP Business One does everything we wanted it to do and more. So there is still room for growth with all the possibilities we don’t currently use. Vigor makes sure we get the most out of the software.”

Benoit Braet, Managing Director, BTL Plastics



BTL Plastics ensures greater insight with SAP Business One

BTL Plastics produces plastic parts for industrial vehicles and machines. The company supplies these high-quality products to multinationals all over the world. Vigor implemented SAP Business One, which gave BTL Plastics endless (growth) opportunities.

OBJECTIVES

- BTL Plastics worked with separate systems for inventory, production and administration, which meant that changes had to be implemented in several places.
- Lots of manual work, which took time and led to inaccuracies.

WHY SAP AND VIGOR

- SAP Business One fully met the high demands of BTL Plastics.
- The software offered opportunities for growth.
- Vigor’s knowledge and expertise makes SAP Business One a more complete solution.
- A partner that is flexible, has experts in each domain and thinks along with the customer.

BENEFITS

- Complete insight because all processes are supported by a single system from start to finish.

MINUTES
instead of days
needed to value
the entire stock

1 FTE
saved through automation
and optimisation of
administration

- Correct data, less searching and greater efficiency now that all data is in one central location.
- Easier to deliver consistent quality through smart quality-control functionality.
- Stock valuation no longer takes days but minutes, because the entire administrative process has been optimised and stock valuations and inventory are clear in a single location.
- No more shortages of raw materials or components due to improved insights and processes.
- Lower error rate and less manual work.
- Customers are served faster and better.



CARRELAGES DISCOUNT
Belgium

INDUSTRY
Sales of tiles to individual customers

PRODUCTS AND SERVICES
Details on the customer's products and/or services

EMPLOYEES
7

"To me, Vigor and SAP are inseparable. The quality of the integrator is indispensable for fully using the platform's potential."

Olivier De Ceulaer, Operational Director - Carrelages Discount

www.carrelagesdiscount.be



Carrelages Discount moves forward with SAP Business One

Based in Liège, this tile sales business boasts more than 15,000 items, including 600 products stocked at its point of sale. The installation of SAP Business One has allowed them to recover major invoicing errors that were not in their favor.

OBJECTIVES

- Improving the processes in the company, its accounting, and stock management as the business grows.
- Making the invoicing system quicker and simpler to access.

WHY SAP AND VIGOR

- Improving the processes in the company, its accounting, and stock management as the business grows.
- Making the invoicing system quicker and simpler to access.

X2

Carrelages Discount has doubled its turnover since installing SAP Business One

BENEFITS

- Purchase orders to the supplier issued using the invoice addressed to the customer.
- Internally, an invoice issued in store automatically generates a picking slip in the warehouse so the client can receive their order quickly.
- Carrelages Discount is now considering running the management of their warehouse with SAP Business One.



"Thanks to Vigor's transparent and very thorough approach, our processes are perfectly documented in SAP Business One and our error rate is negligible."

Luc Renders, General Manager, Comelit

www.comelitgroup.com



Comelit is virtually error-free thanks to SAP Business One

Comelit designs, manufactures and exports door intercom, camera surveillance and security systems to installation companies in more than 70 countries worldwide. In SAP Business One, the Belgian Comelit branch found a new ERP that grows with the company. Thanks to the delicate adjustments made by IT partner Vigor, Comelit reduced its error rate to virtually zero.

OBJECTIVES

- Comelit worked with an outdated local ERP that was limited and became slow due to the growth of the organisation.

WHY SAP AND VIGOR

- Comelit chose SAP Business One because of its price and the possibilities for exchanging data with the Italian headquarters and other international branches.
- The company chose Vigor as its implementation partner due to good communication and the changes Vigor proposed to align SAP Business One with Comelit's processes.

BENEFITS

- All administration is immediately correct and fully processed, and requires virtually no checking.

33%
time saving on
administration

PERFECT
documentation, from
ordering to delivery

- All actions are traceable, which means that customer queries are solved faster and employees work increasingly efficiently.
- All logistics processes are recorded in SAP Business One, from order to payment (order to cash).
- Thanks to the built-in control mechanisms, employees hardly make any mistakes in the ordering and delivery process.
- In the CRM module, Comelit has a clear sales pipeline that is closely monitored.
- Vigor familiarises itself with Comelit's needs down to the last detail and always proposes the most appropriate solution.



www.efqm.org

“The fully integrated ERP system contains thousands of customer and contact data and is an essential business tool. All important business information is linked. We now have an efficient business database based on real-time data without any overlaps or inconsistencies.”

Dr. Geert Opdenbosch, CFO and Kurt Vandormael, Senior Accountant, EFQM



EFQM builds on excellent processes using SAP Business One

EFQM® wants to offer a blueprint for organisations throughout Europe and beyond to emulate a culture of improvement and innovation. The foundation organises training, shares knowledge and facilitates an international community on the EFQM® Model (i.e. a holistic model encompassing operational and business excellence). Since 2005, SAP Business One has been the pivot of the organisation. All core processes are controlled and carried out using SAP Business One.

OBJECTIVES

- The Dutch and Belgian branches worked with separate business information (systems and databases).
- The monitoring of operations and follow-up administration needed to be improved.
- The organisation opted to consolidate all data in a single centralised solution.
- Need for a powerful, integrated system that wouldn't be too 'oversized'.

WHY SAP AND VIGOR

- SAP Business One was a perfect fit® for EFQM®
- A single database that prevents overlaps and inconsistencies.
- Seamless integration possible with webshop and website.
- An affordable and scalable solution for SMEs with an astonishing range of functionalities.
- SAP was a household name and the convincing demo provided the finishing touch.

1
version of the actual situation;
all important data
stored in a single
system

EASILY
manage customer
loyalty, sell content via
the website/webshop
and available in virtual
or print versions

BENEFITS

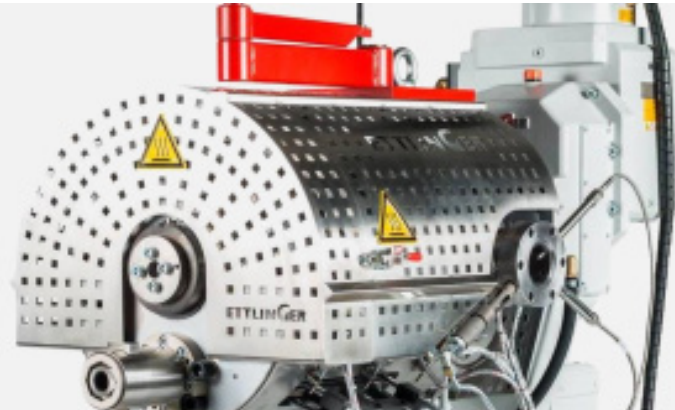
- Increased cost effectiveness and efficiency since, among other things, EFQM® publications can be ordered online and data is immediately forwarded and printed by the printing company before being sent to the customer.
- Among other benefits, the sales cycle of the EFQM® portfolio can be contained within a single integrated system.
- Selling content is easy thanks to smart integrations with the webshop (virtual or printed).

herbert

www.herbert.be

"To continue to be successful in a market in which companies can easily switch suppliers, SAP Business One was an essential step. We can serve our customers better, unburden our suppliers and increase our own profit margin. That's a win-win-win situation."

Ludwig Braeckman, Managing Partner, Herbert Machines



Herbert Machines creates a win-win-win situation with SAP Business One

Herbert Machines represents leading machine manufacturers in the Benelux. The agency made its name by supplying solutions to the textile industry. In the meantime, recycling companies and plastics manufacturers come to the company for machines and spare parts. Vigor helped Herbert Machines to create a win-win-win situation using SAP Business One.

OBJECTIVES

- A Swiss machine manufacturer asked if Herbert Machines would like to take over the customs clearance of machines.
- Herbert Machines wanted to optimise and simplify the entire spare parts supply process.
- Everything was done by hand, which was error-prone and took up a lot of time.
- Herbert Machines wanted to serve both customers and suppliers better, and reduce the error rate at the same time.

WHY SAP AND VIGOR

- SAP Business One met Herbert Machines' needs and requirements perfectly.
- The extensive package was not only flexible but also future-proof and offered plenty of room for growth.
- Vigor's sector knowledge, empathy and thorough approach helped to build trust.
- Many of the machine manufacturers for which Herbert Machines works use SAP themselves.

400%
more efficient: one person
now does the work for
which Herbert Machines
used to need four people

PERFECT
documentation,
from ordering to
delivery

BENEFITS

- Greater customer satisfaction because the current status of orders is always transparent.
- Herbert unburdens suppliers by relieving them of all dealings with customs authorities.
- Suppliers no longer send numerous boxes of spare parts but bundle everything into combined shipments which Herbert then clarifies, processes and delivers to customers carriage paid.
- Reliable, stable and business-secure solution that eliminates errors.

LECTRA
Belgium

INDUSTRY
High tech and Electronics //
Industry Machinery & components

PRODUCTS AND SERVICES
CAD software and CAM cutting systems

EMPLOYEES
50

LECTRA

"Reliability is crucial to a listed company. We rely on accurate figures, a stable tool and reliable support. The combination of SAP and Vigor is therefore perfect for us!"

Carlo Keersse, Director Finance & Administration
Northern Europe, Lectra

www.lectra.com



SAP Business One perfectly suits Lectra's accounting departments

Lectra supplies software and cutting systems for the process from design to cutting soft materials in the fashion, furniture and automotive industries. Thanks to SAP Business One and Vigor, the Northern European part of the listed company can count on reliable figures and the right support.

OBJECTIVES

- Northern European entities had different accounting packages which caused problems in consolidation and meant that there was no central back-up of the systems.
- Native language use made it difficult to maintain control over the whole of Northern Europe from Belgium.

WHY SAP AND VIGOR

- Confidence in Vigor was immediate, convincing Lectra to roll out SAP in all countries, in addition to Sweden where it was already used.
- With SAP Business One, Lectra ensures the continuity of the financial administrations into the future.

BENEFITS•

- Accounting for the whole of Northern Europe in a single system, so that all countries work in the same way.
- Data security, storage and back-ups properly and centrally arranged.

FROM 5 TO 2
accountants because
the structure and
interface is now the
same in all countries

1 LANGUAGE
using English as the
working language makes
insight, control and
communication easier

- Greater efficiency, better insight and more control over the different entities, because they all work in the same way and use the same interface.
- Stability and continuity safeguarded by SAP's robust solution.
- Lots of manual work turned into queries, which saves a lot of time and work.
- Lectra's finance departments in other countries have also switched to SAP Business One due to the success in Northern Europe.



www.lensonline.be

"LensOnline is actually a software company with a great marketing machine, specialising in lenses. The more we can automate and simplify, the better. Partly thanks to SAP Business One and the solid partnership with Vigor, we have become the market leader."

Koen Anné, CEO, LensOnline



LensOnline focuses on growth with SAP Business One

With 400,000 orders per year, LensOnline is one of the largest suppliers of contact lenses in Europe. In various European countries, the company sells contact lenses to consumers through opticians and highly successful webshops. Thanks in part to SAP Business One, the company continues to grow.

OBJECTIVES

- LensOnline almost came to a standstill because the existing ERP was not stable enough and was barely integrated with the company's other systems.
- Collaboration with suppliers and opticians had to be simplified and made more flexible.
- LensOnline was looking for an extremely stable, reliable solution that was also easy to customise per country and could support further international growth

WHY SAP AND VIGOR

- LensOnline wanted to make a big growth spurt and therefore needed a scalable, international solution and a partner that could attract this growth.
- Vigor had the commitment, know-how, drive and decisiveness that LensOnline was looking for.
- Vigor also had a webshop that could easily be integrated with SAP Business One and knew how to easily integrate the remaining webshops that were being taken over.

400%
revenue growth after
LensOnline started
working with SAP
Business One

10,000,000
different SKUs in
catalogue

BENEFITS

- LensOnline's efficiency has been greatly increased on all levels.
- Integration with suppliers, smart automation and robotisation have saved a lot of time.
- Streamlined processes, for example because opticians place orders themselves quickly and easily.
- Control over marketing costs; LensOnline knows exactly how and how much to invest to be successful.
- Streamlined online customer experience without long waiting times by choosing SAP HANA.



info.louisbelgium.com

"Thanks to Vigor, SAP Business One gives me an up-to-date snapshot of my company's situation on a daily basis. The figures on our turnover, stock management and accounting are always accurate and up to date."

Nathalie Boon, Business Manager, LOUIS Belgium



LOUIS Belgium keeps its eye on the ball with SAP Business One

The LOUIS Belgium brand has been designing contemporary, distinctive, designer eyewear for more than 10 years, which is sold to opticians and distributors around the world. IT partner Vigor taught the team how to work smoothly with SAP Business One. As a result, LOUIS Belgium now saves a lot of time on accounting and stock management, and has insight into and control over its own business situation.

OBJECTIVES

- LOUIS Belgium was part of a group of companies but became independent.
- SAP Business One was already in use and the new team wanted to learn more about its capabilities.
- Accounting processes contained errors and inefficiencies.
- Management lost a lot of time on accounting and inventory management.

WHY SAP AND VIGOR

- Vigor was already an IT partner when LOUIS Belgium was still part of a group and the company was satisfied with Vigor's service.
- Vigor put together a clear training plan for management to maximise the potential of SAP Business One.
- In SAP Business One, accounting, stock management, invoicing and the ordering process are seamlessly linked.

50%
time saving on
accounting thanks
to Vigor's training

ALWAYS
access to correct,
up-to-date company
information

BENEFITS•

- The new management team has the core processes in SAP Business One under control thanks to Vigor.
- Payment obligations are met quickly thanks to the overview provided by SAP Business One.
- Orders via the webshop are processed automatically and are linked to stock management.
- Automatic notifications of low stock levels.
- Vigor offers valuable personal guidance and support in relation to queries and problems.



“Vigor immediately knew what was needed. This resulted in SAP Business One: a logical and coherent ERP package on a human scale. All of our important processes and needs are organised. I say this from the bottom of my heart.”

Kristin Beirens, COO, Mauquoy Token Company

www.tokencompany.com



Mauquoy Token Company gets the best out of SAP Business One

Mauquoy Token Company has been producing tokens and coins in all shapes and sizes for more than a century and a half. Millions of largely automatically produced coins find their way into such places as casinos, tourist attractions, fairs, vending machines and car washes all over the world. Vigor helped Mauquoy to optimise all business and production processes with SAP Business One.

OBJECTIVES

- Quotations were drawn up by hand in Word and pro forma invoices in Excel.
- Limited consistency in processes: production, finance and commerce were organised separately from each other.
- Business knowledge was mainly contained in the minds of individuals.
- Lots of online sales but too little control information for high-quality online marketing.

WHY SAP AND VIGOR

- SAP Business One could easily be set up for all aspects of the coin business.
- A single integrated system from purchasing and sales to production and finance.
- There was an immediate click with Vigor; both the approach and the human interaction matched the team's expectations.

10%
time-saving in the
administrative
process

90%
of the ERP process
runs completely
automatically

BENEFITS

- Significantly easier and much quicker quotations, meaning that orders are approved sooner.
- Quicker and easier decision making thanks to high-quality information.
- Information from SAP Business One ensures better and more targeted use of the marketing budget.
- Direct insight into the history, specifications and underlying documents of each customer order.
- No more searching for papers thanks to fully digitised processes.



“SAP Business One is the rock-solid backbone of Nicolai Fruit. Thanks to Vigor, we have a foundation on which our company can build strong growth over the coming decade.”

Johan De Gendt, CEO, Nicolai Fruit

www.nicolaifruit.be



Nicolai Fruit & Vegetables is ready for the next growth spurt with SAP Business One

Nicolai Fruit is a Belgian family business with more than 25 years of experience in trading fruit and vegetables. Thanks to SAP Business One and Vigor's support, Nicolai now has control over its logistics processes and clear insight into its administration. This allows the company to keep up with its own strong growth with the same number of employees.

OBJECTIVES

- In just 10 years, Nicolai Fruit tripled in size, which meant that the company could no longer continue to operate with non-integrated digital tools.
- Many activities were carried out manually and there was a lot of duplication, which took up far too much time.
- The company was looking for a total solution that could support the fast logistics processes associated with fresh produce.

WHY SAP AND VIGOR

- Vigor distinguished itself with its hands-on mentality, local connection and people skills in communication.
- SAP Business One is configured to Nicolai Fruit's specific processes without compromising the continuity of the platform during updates.
- SAP Business One provides comprehensive support to the company's logistics processes.

5 MILLION
euros additional
turnover with the
same team size

2 YEARS
after implementation, SAP
Business One and Vigor
have become an integral
part of the business

BENEFITS

- In SAP Business One, all modules are connected to each other so the administration can trace everything and the entire Order-to-Cash process runs smoothly.
- SAP Business One reveals averages, trends and the consequences of changes, enabling Nicolai Fruit to make better strategic decisions.
- Integration with SAP Analytics Cloud to visualise commercial and management reports.
- Integration with third-party software QC One for the administration of work floor quality inspections.



"SAP Business is a day-to-day partner that allows me to get an overview of the reality of my business at any given moment."

Michel Iwerver, Director of NtDISTRI & NtDISTRIHOME

www.ntdis.com
www.distrihome.eu

A perfect formula – NtDISTRI & DISTRIHOME and SAP Business One

This importer of office automation products (calculators, labeling machines, etc.) and tableware accoutrements (wine accessories etc.) has fully transformed itself into a remote business. It boasts a warehouse, yet it no longer has an office.

OBJECTIVES

- Demand from the company's customers and suppliers drove NtDISTRI & NtDISTRIHOME to start using an ERP.
- The director wanted to be able to access all of his company's key data on a single system and on the move.

WHY SAP AND VIGOR

- NtDISTRI & NtDISTRIHOME has worked with Business One for several years. At the time, a French integrator presented them with the solution.
- Looking for individual attention and industry expertise, NtDISTRI & NtDISTRIHOME contacted Vigor.
- The ERP itself was kept as it was deemed a solid foundation while also customizable to the company's needs.
- Vigor was able to respond to the Belgian company's need to develop specific tools.



NtDISTRI & NtDISTRIHOME has eliminated all of its office running costs by becoming a digital company.

BENEFITS

- The Cloud solution allows the director to monitor his company 100% remotely.
- The tools deployed in the ERP provide a rapid business intelligence solution thanks to a complete overview of the KPIs, from bank encryption to the supply chain, as well as invoicing.
- Adaptable, Business One inseparable the design of tools created in-house or tools designed by the integrator.

"Vigor knows exactly what we need. Thanks to SAP Business One, our sixteen employees enable us to think and work as a large company and reach customers all over the world."

Jan Cardinaels, owner, Off>Road>Action

www.offroadaction.net



Off>Road>Action active worldwide with SAP Business One

In establishing Off>Road>Action in 2006, Jan Cardinaels threw himself into a niche market that he knows like the back of his hand: accessories and clothing for sports motorcyclists and cyclists. Thanks to Vigor and SAP Business One, he now serves the entire global market.

OBJECTIVES

- Off>Road>Action's simple ERP package could no longer handle the growing volume of sales.
- No effective link between the crucial e-commerce platform and the old ERP system.
- Lots of manual work to do with stock tracking, allocation and checks. That had to change to save having to take on more people.

WHY SAP AND VIGOR

- SAP Business One was a weightier solution than the competition, but its partner's e-commerce knowledge was the deciding factor; Vigor knows how important e-commerce is to Off>Road>Action.

3X
more customers are served now that sales staff can contact not ten but thirty customers a day

50-70%
increase in turnover, because warehouse operators can do more work thanks to automation

BENEFITS

- Separate webshops for B2B and B2C, linked at the back and fully automated: from order and invoice processing to collaboration with UPS WorldShip.
- Fully automated stock and order-handling management with live insight.
- Sales process optimised through well-functioning e-commerce system with personalised pricing and automation of intermediate steps.
- Off>Road>Action serves the entire world market with only sixteen employees and, at the same time, has improved communication with customers because they can see everything online.
- Efficiency of warehouse staff increased by 30 to 40% due to fully integrated warehouse environment.



be.orakel.com

"If we hadn't started using SAP Business One in 2004, we wouldn't be here now. The system ensures that we can deliver on our promises. We could only achieve that with a genuine partner like Vigor. We have grown together into what we are today."

Sofie Hermans, Commercial Manager, Orakel Group



Orakel Group conquers the events world with SAP Business One

If you are at a festival or another event, there is a good chance that your wristband and tokens are from Orakel Group. Orakel Group, consisting of Orakel and b-token, is one of the world's largest producers and suppliers of personalised products for promotional campaigns and events. Orakel Group relies on Vigor and SAP Business One to streamline all processes internationally.

OBJECTIVES

- Orakel Group used multiple systems side by side, which meant that employees had to re-type orders and financial data time and again.
- Explosive international growth shortly after the company began increased the need to simplify all processes.
- No general overview or insight into business performance due to the use of separate systems.

WHY SAP AND VIGOR

- SAP Business One offers the ability to support all processes in a single system.
- In addition to providing a strong foundation, SAP Business One can also be customised for some specific Orakel Group processes.
- Vigor stood out from the start because of its personal and interested approach.

37%
of orders are made through the webshop, after which SAP Business One automatically processes those orders

100
countries around the world receive Orakel Group products through SAP Business One

BENEFITS

- Less chance of errors in business processes because all employees work in a single system.
- A solid foundation for automation and innovation, including a dynamic webshop.
- Because all customer information is in SAP Business One, Orakel Group has a huge source of input for better marketing.
- Easier to maintain ISO certification because, among other things, all items are traceable and processes are easy to understand.



"For me, SAP Business One means efficiency, overview and speed. Vigor continues to proactively contribute towards improvements that make those values even stronger."

Jeroen de Smedt, General Manager, Profit

www.profitings.eu



Profit finds the perfect match with SAP Business One

Profit Europe supplies components for above-ground sprinkler installations to wholesalers and installers of fire protection solutions in more than 25 European countries. With Vigor's help, the company implemented both SAP Business One and a fully integrated webshop, thus improving its grip on business processes.

OBJECTIVES

- When the company began to grow rapidly in 2010, it did not yet have ERP.
- Profit was looking for an ERP tool that suited the size of the company and was also suitable for its international companies.

WHY SAP AND VIGOR

- Profit chose Vigor as its IT partner because of a good reference and the customisation possibilities it outlined for SAP Business One.
- SAP Business One best matched Profit's needs: support for purchasing, inventory, pick and pack management and the webshop.

10%
more sales thanks
to the integrated
webshop

4X
as much turnover
since implementing
SAP Business One

BENEFITS

- Internal invoices and stock transfers are no longer processed manually, but automatically exchanged via SAP Business One.
- Quotations, invoices and purchase orders are generated quickly and automatically.
- Seamless integration with SAP Analytics Cloud makes data visually understandable.
- The webshop processes orders automatically and saves a lot of manual work.
- SAP Business One detects low stock levels and automatically incorporates them in purchase orders to maintain stock levels.



RW SANITAIR
Belgium

INDUSTRY
Distribution and trading

PRODUCTS AND SERVICES
Material distribution for the plumbing sector
and heating specialists

EMPLOYEES
3

"SAP has allowed me to make my business more sustainable; I now have a well structured company. While small, I've remained in the marketplace by being profitable. I owe this in part to SAP Business One."

Renaud WERIS, RW SANITAIR Managing Director

www.rwsanitair.be/fr-be/



Whether in the B2B or B2C sphere, RW SANITAIR trusts SAP Business One for its management

RW SAINTAIR was taken over by Renaud WERIS in 2005, giving it a new lease of life. Initially specialized in heating and plumbing, the company now provides a wide range of products for bathrooms, washrooms, and kitchens. The company refuses to sell cheap, entry-level products, and instead focuses only on the best European manufacturers. In 2008, SAP Business One was chosen for management.

OBJECTIVES

- DOS program became unstable when switching to Windows.
- Incorrect stock quantities.

WHY SAP AND VIGOR

- A collaborator had a good experience with R/3 and SAP Business One.
- Several integrators on the market.
- Has a single database.
- Consultants have SAP expertise and are nearby.

242,000
items managed in
SAP Business One

3
business managed with
SAP Business One: RW
SANITAIR RW SERVICES
Weris Renaud

BENEFITS

- Supplier rates automatically updated.
- Additional time devoted to manual correction of prices.
- Complete integration of the eCommerce site with SAP Business One.
- Reliable stocks.
- Supplier purchases made easier with MRP.

SAI
US

INDUSTRY
Sign production

PRODUCTS AND SERVICES
Software for sign making, digital printing and CNC machining industries

EMPLOYEES
62



"SAP Business One is instrumental to the everyday operations of SAI. SAP and Vigor represent an essential partner to the future success of our company."

Rick Marden CFO at SAI

www.thinksai.com



SAP Business One gets creative on a global scale SAP Business One for its management

A major player in the sign printing industry, SAI turned to Vigor to implement SAP Business One. SAI now has renewed confidence in their results, thanks to accurate financial data and a fully automated ecommerce site.

OBJECTIVES

- SAI's previous software was incapable of accurately consolidating their global business.
- Moving their software to an online subscription service was creating a huge amount of work for SAI's ecommerce site.

WHY SAP AND VIGOR

- SAP Business One came highly recommended as an approved, trusted accounting software solution used by various governments around the world.
- The Vigor team had the ability to train, implement and seamlessly integrate SAI's ecommerce site with their licensing cloud software and SAP Business One.

15-16,000
global transactions are
recorded monthly by
SAP Business One

BENEFITS

- Since implementation, automated processes are now seamless, linking quotations to invoices to payments.
- Dashboards allow live accurate data to be viewed at anytime, from anywhere in the world.
- Foreign currency exchange is now calculated automatically.
- SAI is now implementing SAP Analytics Cloud to help grow their business further.

SPARE PARTS SERVICES (SPS)
Belgium

INDUSTRY
Goods and equipment
for businesses

PRODUCTS AND SERVICES
Distribution of industrial pumps
and spare parts

EMPLOYEES
6



*“SAP Business One
constitutes the foundations
upon which our day-to-day
activity is built.”*

Dominique Jeangille, Director General, Spare
Parts Services

www.spares-for-pumps.com



SPS sees rapid expansion with SAP Business One

This Belgian distributor of industrial pumps and their spare parts boasts a catalog of 185,000 items. Their ERP allows them to trace each unit sold throughout its product life cycle.

OBJECTIVES

- The company wanted to have a tool to enable good management of the flow of purchase/sale documents and that had an integrated accounting system.

WHY SAP AND VIGOR

- The directors of SPS knew about SAP Business One based on past professional experience.
- The directors of SPS wanted to continue the good momentum of the relationship that began with the integrator who supported them at the time.

2.5
months taken to implement the
solution within the company

BENEFITS

- The tool allows a 360° overview of the customer via complete technical knowledge of its fleet of equipment.
- Building an adapted price quotation processed within a constrained time frame for fast maintenance service.



"All this information at our fingertips has been a game changer. We couldn't have grown as much without this proper ERP system. SAP Business One and Vigor represent a future."

Jonathan Hynd – Quality Manager at Umicore Coating Services

www.eom.umicore.com



Staying connected creates growth with SAP Business One

Market leaders in the thin film coatings industry, Umicore Coating Services, simplified their operations by implementing SAP Business One with the help of Vigor. By unifying multiple databases, the team now have a complete overview of their business, improving efficiency and growth potential.

OBJECTIVES

- Umicore Coating Services previously had six different, unsynchronized databases.
- All data had to be tracked down and entered manually, a process that was time consuming and cumbersome.
- The majority of data was not tracked, which meant the team had many 'blind spots'.
- Umicore Coating Services required an ERP system that could grow with them.

WHY SAP AND VIGOR

- SAP Business One came highly recommended to Umicore Coating Services by a different branch within their group.
- Vigor has initiated SAP across the business, and although Umicore Coating Services went live in 2016, Vigor is continually recommending improvements.

17%
increase in
equipment
efficiency in
three years

£50K SAVED
in the last 12 months,
by analyzing and
identifying defects
faster

BENEFITS

- The Umicore Coating Services team can now identify defects faster, and react accordingly.
- Reports can be obtained with one click of a button.
- All processes have been standardized, and now work seamlessly with SAP, saving valuable time.
- All data is automatically entered into a centralized database, allowing the team to access customer information and orders faster, helping strengthen customer relationships.



"Vigor and SAP Business One moved us from a non-perpetual company to a perpetual one. Now we can make better operational decisions that enable us to grow."

Todd Keefer – Financial Controller at Umicore Electrical Materials

jim-em.umicore.com/en/electrical-materials/



SAP Business One - all the elements you need to succeed

Global materials technology group, Umicore Electrical Materials, implemented SAP Business One to ensure all inventory is now accurately tracked. With the help of Vigor, Umicore Electrical Materials ensure they are always working with the latest version of SAP and receiving invaluable support.

OBJECTIVES

- Prior to implementing SAP Business One, Umicore Electrical Materials was experiencing frequent time consuming errors.
- Umicore Electrical Materials required a software that could track inventory seamlessly, automate processes and help the business grow.

WHY SAP AND VIGOR

- SAP Business One was being successfully used by other companies within the Umicore group and could automate processes.
- Vigor share the same vision as Umicore Electrical Materials in terms of how they want SAP Business One to work and succeed.

3 MONTHS to seamlessly implement SAP Business One

BENEFITS

- Umicore Electrical Materials can now track all inventory transactions, inventory valuation and quantities, live.
- Accurate reporting capabilities can be accessed with the click of a button.
- All processes occur within SAP Business One or via scan guns linked directly to SAP, eliminating paperwork.
- Only the relevant team members can authorize transactions, saving time and ensuring all inventory is accounted for accurately.



“Vigor and SAP Business One have become indispensable to us. When I see what we’ve gained in efficiency and cost savings... We couldn’t work without it today.”

Thomas Deroy, Business Manager, CS Leisure

www.csleisure.com



CS Leisure makes life easier with SAP Business One

CS Leisure, part of the GNC Group, produces and supplies saunas, spas and jacuzzis. Strong growth meant that a new way of working was needed. Thanks to SAP Business One and Vigor, processes now run smoothly and CS Leisure is looking forward to further automation that makes life easier.

OBJECTIVES

- Manual work in various Excel lists led to mistakes and things being forgotten.
- Little insight into or overview of projects, hours and products.
- Company started to grow and it became more and more difficult to get everything right.

WHY SAP AND VIGOR

- SAP Business One is a flexible and complete package that ensures continuity.
- The package is scalable and grows with the organisation.
- Vigor is flexible and committed to working together as partners.

BENEFITS

- Constant insight into and overview of all processes, from ordering to delivery, now that the entire flow of each order is automatically processed in SAP Business One.

30%
time savings

INCREASE
in turnover thanks to
improved efficiency
and reduction of
error margin

- All product and process information is available at the press of a button.
- Better insight into accounting and current information on the financial status.
- Ability to switch between languages so that customers from other countries can easily get their documents in their own language.
- Enormous time savings and reduction of error margin because manual work is now a thing of the past.
- Follow-up is easier now that the status of an order and the person working on it are transparent.
- CS Leisure continues to discover new opportunities “to make our lives even easier”.



"SAP Business One has given us the possibility to bring structure to a growing organisation. Vigor supports us optimally in this growth by being open to all the adjustments we would like to make to improve our business processes."

Cees de Vries, Technical Director, Comelit Nederland

www.comelitgroup.com



Comelit Nederland secures further growth with SAP Business One

Comelit Group develops and produces access control, camera surveillance, burglary and fire protection systems. The Dutch branch of Comelit grew enormously, increasing the need for a more adequate ERP system. SAP Business One and partner Vigor provided the structure necessary for the further development of the branch.

OBJECTIVES

- The possibilities offered by Comelit Nederland's old ERP system were too limited, especially in terms of logistical processes.
- Working with the previous system led to cumbersome and time-consuming working methods, in which employees had to export and import a lot of data themselves.

WHY SAP AND VIGOR

- A friendly company had good experiences with SAP Business One.
- Several companies in the Comelit Group switched to SAP, simplifying the exchange of data between themselves and with the Italian head office.
- Vigor had already successfully implemented SAP Business One in the Belgian office, reason enough for Comelit Nederland to bring in Vigor too.

80%
of SAP Business One at Comelit Nederland works on standard functionalities, the rest is customised

1
system for all business processes, eliminating the need to export and import data manually

BENEFITS

- Rapid implementation thanks to good preparation by Vigor and a self-made import module built by Comelit.
- Transparent insight into stock and goods delivery, thanks to data exchange with the Italian head office.
- Major professionalisation through the automation of many processes, allowing employees to work more effectively.
- Able to continue to develop without having to take on too many more employees.



BPW BENELUX
Belgium

INDUSTRY
Industry Automotive

PRODUCTS AND SERVICES
Car, truck and trailer parts (mainly axles)

“The key to success is working with a good partner. With Vigor and SAP Business One the future of BPW is very bright.”

Marie-Christine Fissette – CFO of BPW Benelux

www.bpw.de



Driving the future of transport with SAP Business One

BPW Benelux, supplier of top quality axles and commercial vehicle parts, turned to Vigor for a solution to help incorporate newly acquired companies, and directly connect with their end-users. Vigor with SAP Business One soon became indispensable.

OBJECTIVES

- BPW's product range expands rapidly, requiring software that could keep up.
- Connecting with new companies was difficult.
- Keeping track of everything within the warehouse was time-consuming and inaccurate.
- BPW did not have an IT department.

WHY SAP AND VIGOR

- SAP Business One is a fully integrated system that centralizes all data.
- SAP Business One enables endless possibilities at BPW's warehouse.
- Vigor has become an invaluable partner to BPW, offering complete flexibility, essential advice and support.

OVER 20 YEARS
BPW has been the principle B2B supplier to truck building companies.

BENEFITS

- BPW now has a functional and user-friendly ERP solution.
- SAP Business One provides accurate data that offers fast, simple and direct communication between all stakeholders.
- BPW can easily adapt their activity when new companies are acquired.
- SAP Business One now enables the team to focus more on customer service.



www.lgtb.be

"The speed with which we process orders, the easy planning and reporting, the follow-up of documents and the ability to quickly request all information on an order are benefits of the package that should not be underestimated. Our current, efficient method of working would not be possible without SAP Business One." Guy Heylen, CEO, LGTB



LGTB increased efficiency and also significantly improved its service provision by giving clients greater insight

LGTB has offered complete solutions for the surface treatment of various materials since 1952. LGTB specialises in complete solutions: besides surface treatment, the company also offers logistic services. A process that requires strict monitoring. By 2004, LGTB's ERP system no longer fulfilled the company's needs. To better monitor production processes, LGTB wanted to implement a web application but the DOS environment of the ERP package did not allow for this. Modernisation was therefore urgently needed.

BENEFITS

- Clients can monitor the production process and the status of their stock in the user-friendly application.
- Large increase in efficiency, resulting in faster and safer order processing.
- Create accurate schedules easily and print out reports.
- Follow-up of documents is now centrally and effectively organised.
- All information on an order is now quickly accessible because it is all stored in a single system.



www.impermo.be/nl

"SAP Business One is the ideal tool and Vigor the ideal partner to guide us towards growth. Our environment is scalable and easy to adapt to our changing needs and wishes. We are ready for the future. That provides peace of mind."

Diether Claeys, Chief Customer Officer, Impermo



Impermo is ready for the future with SAP Business One

Impermo is one of the largest players in Belgium in the field of tiles, natural stone and parquet. The SME does its utmost to always offer the widest range at the best price. Together with Vigor, Impermo built a streamlined, highly successful multi-channel experience with SAP Business One at its heart. As a result, Impermo can steadily build on a successful future.

OBJECTIVES

- Impermo used all kinds of different systems for different functions.
- The company grew to ten stores in a short period of time and was looking for a new system that suited that new scale.
- Marketing, sales and retail needed to work seamlessly together.
- Impermo wanted to offer customers a flawless experience that seamlessly combines online and offline.

WHY SAP AND VIGOR

- SAP is widely known and has a good name.
- SAP Business One is a user-friendly, open solution that easily interacts with other systems.
- Impermo is changing a lot, evolving rapidly and was looking for a partner that can match that.
- Vigor has a lot of knowledge of the retail sector and understands the construction sector.

1500
items with 50
different attributes
in a single system

1
single, reliable
and stable system
for all processes

BENEFITS

- All business processes - quotations, orders, accounting, payments - are handled in a single system.
- Impermo extracts every conceivable report from SAP and always has a clear overview of the business.
- In the showroom, salespeople use a sexy sales tool that integrates seamlessly with SAP.
- The sales tool, the web shop and SAP Business One act as a single, integrated and ultra-stable system.
- Enormous time savings and more approved quotations because customers can easily adjust their orders online, change delivery dates and confirm orders.



"Thanks to SAP Business One, our IT is now as solid as a rock. With the help of Vigor's professionals, we're applying the finishing touches to use it even more productively."

Dirk Puylaert, CEO, Callot

www.callot.com



Callot lays modern business foundation with SAP Business One

In 130 years, the family business Callot has become one of the most important suppliers of needles, parts and accessories for the clothing industry and the sewing machine industry. With the help of IT partner Vigor and SAP Business One, Callot modernized its ERP in order to deliver its huge product range as efficiently as possible throughout Europe.

400,000
items in different
categories are
now conveniently
arranged

1
central, integrated
platform, in which
everyone works with
the same information

OBJECTIVES

- Until the beginning of 2018, Callot still used outdated, user-unfriendly software.
- Finding and presenting necessary supplier and sales information was time consuming.
- Product information on no fewer than 400,000 items was kept in various locations.
- There were discrepancies between purchasing and sales figures, and transactions were not traceable.

WHY SAP AND VIGOR

- Callot was looking for an IT partner that could renew and integrate both the ERP system and the website.
- Vigor was able to answer all the questions and showed an understanding of Callot's specific challenges.
- Vigor convinced Callot of the extensive capabilities of SAP Business One.

BENEFITS

- SAP Business One centrally records all of Callot's digital processes: from procurement and invoicing to control and dispatch.
- User-friendly interfaces help users perform the right actions.
- Extensive authorization options ensure that users only have access to the functionality they need.
- Different product streams follow specific processes and are sent in combination.
- Callot employees have good insight into the progress of orders.
- Thanks to good communication and the click with Vigor, the IT setup of Callot is improving all the time.

www.vigor.be

