

AquaPhoenix Scientific, Inc.

Customer Success Story



AquaPhoenix Scientific manufactures industrial water treatment test kits, chemicals, and reagents. The company is also a distributor for thousands of products and is particularly adept at sourcing materials from leading suppliers around the world and creating custom-labeled and packaged kits for science, arts, education, and more.

A Growing Swell of Operational Challenges

On the kitting side of the business, there's quite a bit of complexity according to Mike Reinert, Senior Manager of Information and Communication Technology at [AquaPhoenix Scientific](#). "We have different sized bottles, different colored caps, different instructions, we print about 64,000 different labels, and everything gets customized. Yet we get orders out the door very quickly - in about half to two-thirds the time of our competitors," he says.

As the business grew, AquaPhoenix was challenged with finding a new ERP system to help speed up internal processes while reducing operational costs in order to support sustainable and profitable growth.

Testing the Waters With Sage ERP X3

We evaluated a range of ERP systems and decided that **Sage ERP X3** was a great fit for our needs. But the waters were a little rough at first according to Mike. "Coming off of QuickBooks, we discovered Sage ERP X3 was far more complex than we were accustomed to," he says. "In addition, our original implementation partner seemed as if they were in uncharted waters along with us so there was a lack of knowledge on both sides."

Eventually, Sage ERP X3 was up and running. But AquaPhoenix didn't feel like they were taking full advantage of their new technology investment. Mike says, "It ended up being a very basic install. I wouldn't call it a failure because we saw improvements in some areas, but not the type of success we anticipated or hoped for."

A Fluid Process with RKL eSolutions

Hoping to resolve nagging problems that stemmed from the original install, the team at AquaPhoenix Scientific discovered the Sage ERP X3 experts at **RKL eSolutions**. Mike recalls, "Right out of the gate, RKL eSolutions was able to fix the frustrating SQL Server performance issues that were forcing us to take Sage ERP X3 offline two or three times - for 20 to 30 minutes at a time - every day. That alone was a huge boost in productivity."

RKL eSolutions is also helping to unlock functionality in Sage ERP X3 that was never fully utilized. Mike points out, "We know it was never properly set up and there are still big holes in how we use it. But RKL eSolutions is helping us fill some of those holes, customize the system a bit, and take better advantage of the product and technology that we've invested in. They've become a very important technology partner that is now at the center of everything we do - or plan to do - with Sage ERP X3."

