



Real-World Results

AquaPhoenix >

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



CHALLENGE

As the business grew, AquaPhoenix implemented Sage X3 to speed internal processes while reducing operational costs but AquaPhoenix didn't feel like they were taking full advantage of the solution.



SOLUTION

AquaPhoenix brought on RKL eSolutions to help fill usage gaps, customize the system a bit, and take better advantage of the product and technology that they had invested in.



RESULTS

RKL eSolutions functions as an ongoing technology partner for AquaPhoenix, helping them get the most out of their Sage X3 solution and providing support whenever problems arise.

A Look At THEIR STORY >

COMPLEX OPERATIONAL CHALLENGES MAKE GROWTH DIFFICULT

Manufacturing testing kits comes with 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 the inventory management and customization components of the manufacturing process were becoming too

complex to manage without a more comprehensive software solution. The Aquaphoenix team began to explore ERP solutions that would help speed up internal processes while reducing operational costs in order to support sustainable and profitable growth.

CHOOSING AND IMPLEMENTING AN ERP SOLUTION

AquaPhoenix evaluated a range of ERP systems and decide that Sage X3 was a great fit for their needs but implementation of such a comprehensive solution wasn't as simple as they anticipated. "Coming off of QuickBooks, we discovered Sage X3 was far more

complex then 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, they got Sage X3 up and running but AquaPhoenix didn't feel like they were taking full advantage of their new technology investment. Mike said, “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.”

FINDING THE RIGHT PARTNER

Hoping to resolve nagging problems that stemmed from the original install, the team at AquaPhoenix Scientific reached out to the Sage 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 X3 offline two or three times - for 20 to 30 minutes at a time - every day. That alone was a huge boost in productivity.”

By taking the time to learn more about their business needs, RKL eSolutions also helped AquaPhoenix to unlock functionality in Sage 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 X3.”



A TEAM YOU CAN TRUST

RKL has become a very important technology partner that is now at the center of everything we do—or plan to do—with Sage X3

MIKE REINERT, SENIOR MANAGER OF
INFORMATION AND COMMUNICATION
TECHNOLOGY, AQUAPHOENIX SCIENTIFIC



About RKL eSolutions

Since 2001, RKL eSolutions has helped growing companies maximize their technology resources and investment. Over the years, we have helped hundreds of small and medium sized businesses as their strategic business partner. We specialize in the needs of Entertainment, Software & SaaS, Professional Services, Manufacturing, and Non Profit organizations. Our experienced consultants have a passion for making every facet of your business successful and are intent on building a long-term relationship with every client.



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