



**CUSTOMER:**

Stationery & Office Supplies Ltd.  
Kingston, Jamaica  
www.sos.com.jm

**INDUSTRY:**

Office Supplies and Furniture  
Locations: 1  
Employees: 60

Users on Sage Product: 20



Authorized Partner

## Orbus Technologies Rescues 'SOS' with Sage Accpac

Stationery & Office Supplies Ltd. (SOS) was started by David and Marjorie McDaniel in 1965 as a small reseller of office furniture and stationery items. Their first office was a small room in Kingston.

Today, SOS has grown to become one of the largest office suppliers in Jamaica. Still family owned, the company now boasts a 5,000-square-foot retail show room, warehouse, and online store – and serves clients in many other islands throughout the Caribbean.

**PROBLEMS IN PARADISE**

Five years ago, SOS changed from Accpac Dos to Sage Accpac ERP software, with very frustrating results. "Sage Accpac was incorrectly implemented by the original vendor, so the software was used for the most basic functions," says Paul Collister.

Meanwhile, the company's accounting and inventory needs were continuing to grow. SOS made a last-ditch effort at salvaging the investment. "We asked around for a professional system integrator, and another company referred us to Orbus Technologies. They came very highly recommended, so I contacted them," explains a representative from SOS.

**ORBUS SAVES THE DAY**

Paul Collister, Managing Director of Orbus Technologies Ltd. was happy to help. "Literally everything was wrong with the original implementation of Sage Accpac – including the data conversion. We were required to re-implement SOS general ledger to correct inaccuracies. We created a new set of financial, billing and sales reports in addition to providing training. We also customized our

**CHALLENGE:**

Accounting system lacked partner support, making it virtually unusable.

**SOLUTION:**

Re-implementation by Orbus, with customized reports and ongoing professional support.

**RESULTS:**

Corporate growth easily supported by the new system; efficiencies improved significantly.

Sage Accpac add-on 'Commission Manager' to facilitate complex commission calculations for their sales staff," says Collister.

Silton Grossett, Accounting Solutions Manager at Orbus, recalls the project. "It was through a lot of hard work and dedication that we were able to rectify the previous consultant's mistake. Not only were they behind in transaction processing, the transactions flowing to the general ledger had a lot of errors due to improperly configured Accpac sub ledgers. A total reconfiguration of the system was necessary to resolve those errors."

SOS was impressed. "Paul and his team literally saved the day, there's no doubt about that. They analyzed the problems and got us back up and running. Best of all, Orbus was able to retrieve information we thought was lost forever," he notes.

SOS now has a fully automated accounting and inventory system which saves both time and money.

#### STREAMLINED SYSTEMS

Ordering is now electronic, thanks to Sage Accpac. When an SOS salesperson submits an order, the system checks the credit of the customer and bills the order once complete.

Orbus also created a custom report that highlights customers with low repeat sales, so SOS can better target its marketing efforts.

Collister says "the implementation of Commission Manager has improved the efficiency of SOS operation.

Complex commission calculations, including the calculation of commissions on a collected sales basis, used to take a week for SOS to calculate manually. Now it can be done in a matter of minutes."

#### STATIONERY & OFFICE SUPPLIES... UNLIMITED

It's not just Orbus' technical expertise that makes them so valuable to SOS.

"Orbus is very involved. They keep us advised of updates at all times, and check in to see how they can make our system and processes even better. When we do have a problem, they are very responsive, and always come up with a solution."

SOS is clearly delighted with its new systems and business partner.

"Sage Accpac, implemented by Orbus Technologies, is the best thing. An improved business solution streamlines our company, which helps our bottom line. We're moving forward with both the software and our partner into the future – full speed ahead."



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—Stephen Todd, Sales & Marketing Manager



Authorized Partner

Sage Software  
Development Partner  
SILVER

Orbus Technologies  
Shop #27, 30 Dominica Dr, Kingston 5  
(876) 929-0971 | (876) 968-5490  
support@orbustechnologies.com  
www.orbustechnologies.com

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