

Client Success

FEDERAL WHITE CEMENT

DISTRIBUTION | PROCESS MANUFACTURING

FEDERAL WHITE CEMENT BUILDS SOLID FOUNDATION WITH NET AT WORK AND SAGE X3



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CHALLENGE

Federal White Cement has aggressive expansion plans, but its technology infrastructure wasn't able to keep pace with the growth.

SOLUTION

The company partnered with Net at Work to optimize Sage X3, leveraging existing capabilities and engineering new functionality to build a robust technology platform.

IMPACT

- Extensive customization meet exacting requirements while maintaining the ability to update
- Single-source provider for all business technology solutions and services simplifies support and operations
- Technology partner with extensive vertical expertise helps leverage solutions for ongoing return on investment
- Long-term partnership extends the value proposition through trusted, strategic advice and recommendations

Federal White Cement is one of the few producers of this less common variety of structural and architectural cement. With the same properties as its gray cousin, white cement ensures clean, bright, consistent colors that make a statement. Based in Woodstock, Ontario, Federal White Cement distributes its products throughout Canada and the United States. When the company began updating its technology infrastructure several years ago, it sought a partner that could help build that foundation. Net at Work has proven to be that partner.

SCALABLE SOLUTION AND FLEXIBLE PARTNER

"We started with Sage 300 (formerly Accpac) and migrated to Sage X3 several years ago," recalls Tony Lopes, VP of Finance and Administration for Federal White Cement. "We have aggressive growth plans and need a scalable ERP solution to support our expansion and complexity. Sage X3 is a good fit for us."

Before deciding on Sage X3, the company looked at two other ERP applications, including SAP. "We chose Sage X3 for several reasons, including its flexibility, its open architecture, and its value proposition," notes Lopes. "Compared to other ERP applications, Sage X3 is an exceptional value."

Sage X3 appealed to the company for another reason as well. Cement is expensive to transport and involves complex, multi-chain logistics and handling. To better track the ancillary costs surrounding the shipment of its products and gather needed insight surrounding its distribution channel, Federal White Cement hired Net at Work to customize Sage X3. "Sage X3 lends itself to customization," explains Lopes. "We needed some fairly extensive changes to the application to support our workflows, and fortunately, we found the expertise to make those changes at Net at Work."

ENGINEERING CHANGE

The Net at Work engineering team's customizations allow Federal White Cement to enter and track various costs incurred in shipping its cement throughout North America. From loading fees to tarping, customs fees, and load transfer fees, Federal White Cement captures every adjunct cost associated with each delivery. Net at Work also provided additional fields to collect customer demographic data, including region and customer type.

CLIENT SUCCESS: FEDERAL WHITE CEMENT

“Net at Work works with us to extend our technology to new areas and adapt it to changing processes. They help keep us efficient and lean as we grow.”

“Collecting and tracking this information gives us more insight into revenue cost and profitability down to the invoice level”, explains Lopes. “We use this information to make informed pricing decisions.”

COMPLEX OPERATIONS SIMPLIFIED

Federal White Cement has multiple locations, multiple business entities, and operates in multiple currencies — any one of which complicates financial management and reporting tasks. But Sage X3 was designed to handle complex enterprises. “Together with Net at Work, we’ve created a robust platform to build this business on,” says Lopes.

PROBLEM SOLVERS

“Our long-term partnership with Net at Work allows us to get more value out of our technology,” says Lopes. “They understand our operation so well that they’re able to continually recommend new ways for us to extend the use of Sage solutions to save us time and automate additional processes.”

With many ERP applications, customizations impair the users’ ability to easily update the software, preventing them from taking full advantage of new features and functions. Sage X3, however, is different. “The way Net at Work engineered our customizations, combined with Sage X3’s architecture, allow us to update the software to keep pace with innovations,” says Lopes. “Net at Work recently completed an update to the current version, and our customizations migrated easily.”

TRUSTED TECHNOLOGY PARTNER

Federal White Cement uses two additional Sage solutions, Sage CRM and Sage HRMS. Having one single partner to support all of its vital business management applications is invaluable, says Lopes. “A single-source provider like Net at Work makes everything simpler. We have one call for all our questions, and there’s a synergy between the applications that would be difficult if we relied on multiple providers.”

Net at Work provides value beyond business software. Net at Work’s managed IT services team helps support and maintain Federal White Cement’s network and servers. “We have an internal staff, and Net at Work backs them up, providing expertise when and where we need it,” says Lopes.

MEASURABLE IMPACT

“We trust Net at Work to do right by us,” Lopes says. “We know the people there, and those relationships are important to us. They are large enough to have subject matter experts in house, yet they are small enough that we get to deal directly with individuals we know and who know us. There’s value — and a measurable impact — in our partnership.”

He concludes, “We continue to leverage the capabilities of our technology. Net at Work works with us to extend it to new areas and adapt it to changing processes. They help keep us efficient and lean as we grow.”

Net at Work — Business Performance Unleashed.

Net at Work provides their clients with the vision, leadership and support of a Virtual CIO. This allows them to focus on their core competencies knowing they can fully rely on Net at Work to implement technology solutions that unleash new levels of efficiency, performance and success. With experience across virtually every business discipline, the Net at Work team supports over 6,000 organizations in making software, systems and people work together in achieving their core organizational objectives. Their comprehensive range of services and solutions include ERP, CRM, Employer Solutions, eCommerce, Payments, to Cloud and IT Managed Services. From the company’s founding in 1996, Net at Work has garnered wide industry recognition as problem-solvers and promise-keepers, which are the foundational principles on which all their client relationships are based, and that their clients say they value the most.