



Epicor ERP Helps Finnish Manufacturer Focus on Growing their Business

Company Facts

- Location: Pietarsaari, Finland
- Industry: Manufacturing
- Number of Locations: 2
- Web site: www.fluid-bag.com

“We would not have been able to execute our future growth plans utilising the old system. Epicor has supplied us with a modern and functional tool, which enables us to confidently grow our business. We can now concentrate on doing what we do best.”

Jan Backman, Chief Executive Officer | Fluid-Bag

Success Highlights

Challenges

- The old operational environment was no longer viable
- Business data was spread between several databases
- A new system was needed to support international expansion

Solution

- Epicor ERP

Why Epicor?

- Modern look and feel
- Functionality suited the business
- The sales team had a very enthusiastic approach, they really listened to the customer's needs

Benefits

- Supporting international growth
- All information is now in one manageable business process chain, and data can be easily accessed
- Real-time warehouse management

Established in 1984, Fluid-Bag Oy is a manufacturer of flexible containers. The international company manufactures sustainable solutions for the needs of the changing world. The patented flexible container systems include both filling and discharging equipment. With head offices in Pietarsaari, Finland, Fluid-Bag markets and sells its products in Europe and Asia.

From Separate Databases to One

Like many medium-sized companies, Fluid-Bag was used to managing their accounts and production books using different applications and separate databases. Billing systems and sales delivery records were kept separate from each other. Information was transferred manually from one system to another. When the business was quite small, this system worked relatively well.

Utilising their global delivery network for international growth, Fluid-Bag realised that they needed something more efficient and modern to replace the old way of working. All information needed to be gathered in one place.

“It was essential to us not to waste time or energy looking for information from several systems but instead, to focus on our core business. These days we manage the entire process effortlessly, beginning with the initial order through to material handling and delivery,” says Jan Backman, chief executive officer for Fluid-Bag.

The Benefits of a Modern Way of Working

Fluid-Bag considered three different enterprise resource planning (ERP) solutions, but decided on Epicor because of the modern qualities of the system, as well as the enthusiastic approach of the Epicor sales team.

Currently all personnel utilises the ERP system in one way or another. There are approximately fifty end users, although some activities are limited to a single task, for example, in the warehouse where goods are checked in and out. The company purchased all standard Epicor modules, as well as the Information worker module, which assists with sharing information (and connects with Microsoft® Outlook®). This enables the users to easily utilise their e-mails and information stored in Outlook.

Backman says that information now flows as it should and there is no fear that data is not recorded or lost. He comments, "I would say that the biggest single benefit of choosing Epicor ERP for us is the fact that we can now easily manage the entire chain from sales to billing and deliveries. Production and material planning as well as warehouse management have all improved vastly, compared to the old system. We can see what the situation is in the warehouse in real time from our computers, which naturally is very beneficial to the business."

Towards New Growth

Fluid-Bag's business operations are now entirely managed with the Epicor ERP system. This gives the company an even greater opportunity to gain new customers and serve the current ones better. When growing internationally, the modern system will ensure that there are no mistakes made along the way.

"We would not have been able to execute our future growth plans utilising the old system. Epicor has supplied us with a modern and functional tool, which enables us to confidently grow our business. We can now concentrate on doing what we do best," concludes Backman.

About Epicor

Epicor Software Corporation is a global leader delivering business software solutions to the manufacturing, distribution, retail, and service industries. With more than 40 years of experience, Epicor has more than 20,000 customers in over 150 countries. Epicor solutions enable companies to drive increased efficiency and improve profitability. With a history of innovation, industry expertise, and passion for excellence, Epicor inspires customers to build lasting competitive advantage. Epicor provides the single point of accountability that local, regional, and global businesses demand. For more information, visit www.epicor.com.



Contact us for more information on Epicor Products and Services

+358.207.410.850 info.finland@epicor.com www.epicor.fi

Worldwide Headquarters
San Francisco Bay Area
4120 Dublin Boulevard, Suite 300
Dublin, CA 94568 USA
Toll Free: +1.888.448.2636
Direct: +1.925.361.9900
Fax: +1.925.361.9999

Latin America and Caribbean
Blvd. Antonio L. Rodriguez #1882 Int. 104
Plaza Central, Col. Santa Maria
Monterrey, Nuevo Leon, CP 64650
Mexico
Phone: +52.81.1551.7100
Fax: +52.81.1551.7117

Europe, Middle East and Africa
No. 1 The Arena
Downshire Way
Bracknell, Berkshire RG12 1PU
United Kingdom
Phone: +44.1344.468468
Fax: +44.1344.468010

Asia
238A Thomson Road #23-06
Novena Square Tower A
Singapore 307684
Singapore
Phone: +65.6333.8121
Fax: +65.6333.8131

Australia and New Zealand
Level 34
101 Miller Street
North Sydney NSW 2060
Australia
Phone: +61.2.9927.6200
Fax: +61.2.9927.6298

The contents of this document are for informational purposes only and are subject to change without notice. Epicor Software Corporation makes no guarantee, representations or warranties with regard to the enclosed information and specifically disclaims, to the full extent of the law, any applicable implied warranties, such as fitness for a particular purpose, merchantability, satisfactory quality or reasonable skill and care. This document and its contents, including the viewpoints, dates and functional content expressed herein are believed to be accurate as of its date of publication, February 2013. The usage of any Epicor software shall be pursuant to the applicable end user license agreement and the performance of any consulting services by Epicor personnel shall be pursuant to applicable standard services terms and conditions. Usage of the solution(s) described in this document with other Epicor software or third party products may require the purchase of licenses for such other products. Epicor, Business Inspired, and the Epicor logo are registered trademarks or trademarks of Epicor Software Corporation in the United States, certain other countries and/or the EU. Microsoft and Outlook are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. All other trademarks mentioned are the property of their respective owners. Copyright © 2013 Epicor Software Corporation. All rights reserved.