

# Customer case studies

## V.J. Salomone Ltd

V.J. Salomone Ltd is a holding company with five subsidiaries in the group. It has been operating since 1920 and is recognized as one of Malta's leading names. The group focuses on the import and distribution of consumer and pharmaceutical brands, including Abbott Laboratories and Novartis, as well as FMCG brands such as Procter & Gamble and Thermos.

"Today our employees are 'empowered' with all this information making every individual part of the company's success."

Norbert Falzon  
Group IT Manager



Industry	Import & distribution
Geographic	Malta
Employees	100
Turnover	£13m GBP
Solution	Dimensions
Modules	Core ledgers Sales order processing & invoicing Purchase order processing Stock control Credit control Executive Desktop Transaction Broker Sub-analysis

Prior to 2000, the group was using a bespoke finance system. However, this system was imposing limitations on reporting and data analysis. It was only providing bookkeeping functionality, basic elements of stock movements and was very limiting in delivering detailed, timely management information. The decision was made to source a new accounting solution.

In preparation for the millennium bug, the group invested in a large and complex financials package. However, halfway through the implementation process they discovered it was not suitable and aborted the project. Hardened by this experience, the company began again and quickly narrowed its search down to two final packages.

The decision was made to implement Access Dimensions across the group. Norbert Falzon, Group IT Manager explains why. "We decided on Access because it would be easy to implement and provided a better fit for our organization. The integrated sales management software operating on iPAQs would help to revamp our sales cycle, creating new efficiencies. Also, Access was an established solution in Malta, with a reputation for good support provided through the local reseller."

### Detailed analysis - open database and flexible nominal structure

The group took full advantage of the flexibility of the Access nominal, configuring its chart of accounts in the way that best suited its organizational structure and reporting requirements.

“Currently we are not using all the system’s reporting facilities, but we will do when all the group’s companies have gone live. We will then be able to conduct customer order analysis by division, or by the individual suppliers we represent, and to analyse related costs such as logistics, sales and support.

“We also adopted a protocol for building the nominal codes used across our companies. This will help us to analyse functions, such as shipping and finance, which are common across the entire group,” says Norbert.

When setting up the Access system to control stock, VJ Salomone utilized every available sub-analysis field and user key. This gave them the ability to mirror existing reporting requirements, both for internal purposes and for foreign principals. Excel add-ins are also used extensively for adhoc report production.

Norbert explains, “We use the sub-analysis fields in a number of ways. In their most basic form, they control stock items across our warehouse locations. For Procter & Gamble, they denote which warehouses a particular stock item is sourced from. They are also used to convert P&G cases to their statistical units factor. Reporting on this alone is much faster and easier. Before, the process was manual, incoherent and prone to human errors.”

With respect to its pharmaceutical company, there were a number of very specific requirements for stock control. “We have tested the system extensively, to ensure that when we implement it for our pharmaceuticals we will be able to track expiry dates and control lot numbers. It is also important that certain lines of pharmaceuticals are not available to every rep due to competing lines. All of this is critical to our business and we are confident that Access meets these requirements.”

### **Increased efficiencies through automated, integrated processes**

VJ Salomone uses a bespoke front end system for detailing and apportioning costs against imported goods. When a purchase order is raised in the accounts, the information passes into the front end system, where the necessary calculations are made for customs duties, levies and transport charges. Access Transaction Broker then enters an adjustment against the corresponding stock record in the accounts. The entire process is smooth and seamless, eliminating the tedious manual task of calculating costs against stock items for every shipment of goods.

The implementation of an Access Companion Product, the Sales Management Software solution operating on PDA devices, has increased efficiency throughout the sales cycle. Accurate stock levels, customer statements and purchase summaries are updated onto the devices each day.

This makes reps far more responsive to customer needs and enhances the group’s reputation for professionalism. New orders can be entered directly into the PDA, while the rep is meeting with the customer. At the end of the day, the order data on the PDA is downloaded back into the accounts.

This routine eliminates any need to re-key orders. Norbert comments, “With an average of 2,000 orders (and 15 SKU’s per order) across the group every month, time savings and reductions in error rates are amongst the greatest benefits we have gained from using this technology. And because our reps can now see current stock levels, they are not spending their time selling items that are out of stock.”

Norbert concludes, “Access Dimensions has enabled us to analyze our data in so many different and complex ways giving us the opportunity to monitor regularly our

business performance and take knowledgably strategic decisions accordingly. Today our employees are ‘empowered’ with all this information making every individual part of the company’s success.”

### **Who we are**

Philip Toledo Limited provides comprehensive IT and security solutions to a multitude of Government and business sectors. Established in 1946, Philip Toledo Limited is one of the largest and leading locally owned IT & Security Solutions organisations in Malta employing over 75 professionals.

### **Further information**

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