

# Customer case studies

## Topcon Ireland

Topcon Ireland is a wholly-owned subsidiary of Topcon Corporation, a Japanese producer of optical products.

The company sells products, supplied by its parent, for the surveying, laser, GPS and ophthalmic industries throughout Ireland.

“We believe we’re in capable hands... we knew that we would not outgrow Access”

John Downey  
European Regional Manager



### Drivers for change

Topcon Ireland has experienced recent dramatic growth and can attribute much of the success of this to the improved processes that have been implemented, driven by a new financial and business solution, Access Dimensions.

Previous to the Access Dimensions implementation, Topcon had been using an off-the-shelf product that did not have the scalability to manage the growth that they were predicting. In the words of John Downey, European Regional Manager, “We were using a poor software package that was like working with one hand tied behind my back. There were too many processes that were still being handled manually and the old reports were very convoluted and were easily messed up. We were behaving like a small company and we weren’t!”

With the company as a whole going through major internal changes, the company’s decision-makers had little confidence in the offerings that their existing supplier could provide.

### Need for visibility

As Topcon fully embraced their growth period they felt constrained by the limitations of their existing system. They needed to better manage their stock and tighten up all other business processes while also growing and expanding – a difficult task. It became a critical decision to change when the management team felt that they could not clearly see where and when they were making money.

### Specific requirements

As Topcon’s Financial Controller, Mark Fagan had some accountancy-specific functionality he expected the new accounting system to fulfil.

**Industry** Supply of precision instruments to the Survey, Laser, Gps, Machine control, Agricultural and Ophthalmic industries

**Geographic** Dublin

**Employees** 22

**Solution** Dimensions

**Modules** Core ledgers  
Sales order processing & invoicing  
Purchase order processing  
Costing/project management  
Credit control  
Stock control  
Sub-analysis/multi locations  
Serial number tracking  
EC-SSD/intrastat  
Microsoft Office integration  
Transaction broker  
Licence key  
SDK  
Corrections

And as an active system user, he was confident that he could adapt to any system but wanted software that people of all computing abilities would find intuitive and easy to use.

Topcon's John Downey had more general requirements. The new solution would be fully integrated, streamline key processes, provide total confidence in data security – and also help with future planning.

### **Needs assessment**

After an initial meeting with one of the Access Ireland sales consultants to establish Topcon's detailed requirements, it became immediately apparent that there was light at the end of the tunnel in the form of a total financial and business solution - Access Dimensions.

The Access implementation methodology also proved to be a key strength in ensuring a smooth transition to the new system. Access staff spent time analysing the specific needs of Topcon and how they could be addressed. It was a huge benefit that the Access team had the business skills to understand the Topcon business model.

### **Competitive advantage**

Topcon has grown in to a company dealing with thousands of invoices per month and, without Access Dimensions, would have had to at least double their staff numbers to cope with the paper trail. This alone created substantial savings. The better stock management, invoicing and procurement aspects have proven to be invaluable, with the multi-location delivery creating huge efficiency gains. The Workshop module also enabled Topcon Ireland to manage its entire hire division, providing a huge competitive advantage.

### **An ideal fit**

Access Dimensions was developed to be user friendly while providing decision makers with the information they would require to perform their tasks more efficiently. Dimensions is a fully scalable product which can cater from one to one thousand users and for this reason Topcon believed that they were in capable hands with a solution that would grow with them. As John Downey concluded, "we knew that we would not outgrow Access"

### **Who we are**

Access will give you the advice, tools and clarity you need to make effective decisions, quickly and with certainty.

As both a business-focused consultancy and a specialist software developer, we combine our innovative software with practical experience to deliver a solution that's exactly right for you and your business.

You can rely on us to provide you with a solution that's simple, proven and relevant to your company. We have over fifteen years' experience of developing software here in the UK and our regional consultants have tailored and implemented this software all over the UK and Ireland. The expertise we've gained gives us an unbeatable ability to accurately assess your needs and deliver maximum impact with ease and confidence.

We believe your solution must be ready for the future, as well as right for today. Because your business will constantly evolve, we provide a software solution that grows with you. Our modular software covers a complete range of business, financial and administration processes and can be flexed to give you the precise view of your business that you need at any time.

Our supportive consultants combine their first-class software expertise with in-depth industry knowledge to constantly improve and simplify your business processes so that your solution delivers maximum value and a continual return on investment.

With Access, you can be sure you've got the clarity you need to reach your business goals.

### **Further information**

For further information on this, or any other Access case studies, please telephone us on +353 (1) 885 5577, email [case-studies@theaccessgroup.com](mailto:case-studies@theaccessgroup.com) or, alternatively, visit [www.theaccessgroup.com/downloads/case-studies.aspx](http://www.theaccessgroup.com/downloads/case-studies.aspx)