

CASE STUDY

# LABQUIP



## ABOUT LABQUIP

Established in 1982, Labquip is an Irish-owned, family-run company that supplies the Irish and UK (Labquip NDT Limited) scientific market and engineering inspection industry with a range of specialist laboratory supplies and equipment for material inspection and analysis, non-destructive testing and chromatography.

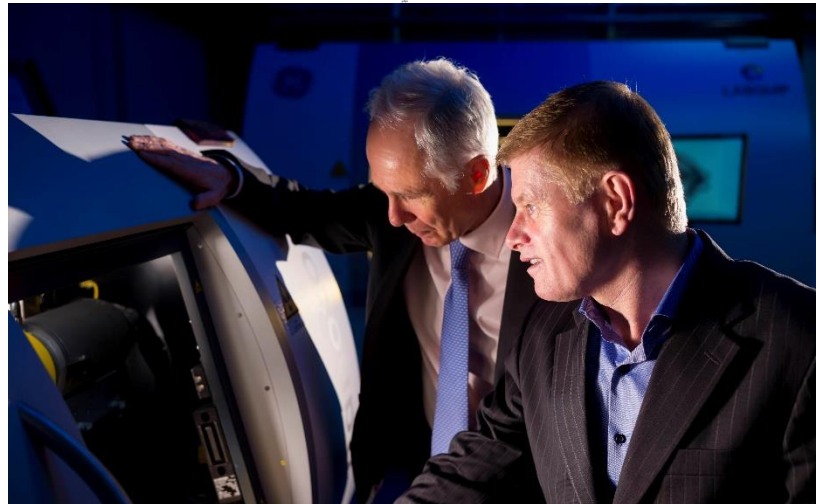
Labquip's goal is to help further advance the inspection, analytical and scientific capabilities of its customer businesses; enabling them to grow, win new clients and improve Ireland's reputation as a world-leading hub for high end manufacturing.

## INDUSTRY

MedTech

## LOCATION

Ireland



## The Challenge

The rising popularity of MedTech companies in Ireland has increased the need for quality control in high-end manufacturing in recent years. Labquips' ability to meet this demand was hampered by outdated accounting systems. Its ordering and installation information was stored on a separate system to the accounts system which meant that significant time was spent inputting the same data twice and it provided a very limited overview of the overall business performance.

To overcome this issue and help meet increased customer demand, OSSM Cloud Solutions implemented the cloud-based Oracle NetSuite ERP solution that integrates various business units and improves efficiency.

**“We had outgrown the previous accounting and customer CRM systems which led to the duplication of data into separate systems, taking up a significant amount of time and leading to confusion.”**

*Conor Cusack, Sales Manager, Labquip*





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# The Solution

Oracle NetSuite ERP solution integrates and combines the various business units including CRM, sales, ordering, installation and accounting processes. It also automates alerts for future servicing and calibration of equipment.

Being a cloud-based system, NetSuite provides real-time data to all staff, giving both remote and office-based employees full visibility of the status of clients, from potential prospects to equipment installation, invoicing and future service needs.

The solution streamlines and simplifies the quotation-to-sales order and the sales order-to-invoice processes which are now based on a single data entry routine. This has freed up sales staff time to focus on new business opportunities. Having end-to-end transaction accuracy allows staff to meet customers' needs quickly and more efficiently, thus boosting service levels.

**“The new cloud-based system has radically transformed our business, making our company processes quicker and simpler. Real time data is now at our fingertips, enabling us to deliver a better, more efficient service to our customers.”**

*Conor Cusack, Sales Manager, Labquip*



# The Outcome



## Streamlining of Sales Processes

The solution has also streamlined and simplified the quotation-to-sales order and the sales order-to-invoice processes which are now based on a single data entry routine.



## 50% Improvement in Admin Efficiency

Team can work on the same platform and avoid dual data entry.



## Improved Visibility of Client Status

Remote and office-based employees now have full visibility of the status of clients, from potential prospects to equipment installation, invoicing to future service needs.



## Enhanced Company Growth

Free time enables the team to dedicate more time to supporting and enabling continuous company growth.



## Boost in Service Levels

End-to-end transaction accuracy allows staff to meet customers' needs quickly and more efficiently.