

# REFSOLS chooses AWCape to aid African expansion

Refrigeration Solutions & Fridgetec Services (REFSOLS) has commissioned AWCape to supply and implement Sage 300 ERP (previously ERP Accpac) with specialised Service Manager software to help support its expansion into Africa.

REFSOLS is a manufacturer of refrigeration systems and its customer base includes most of the large retail stores, such as Pick n Pay, Shoprite and other large retailers who are operating into Africa.

The company has its factory and head office in Cape Town with Fridgetec Services based in Johannesburg providing service and support. REFSOLS specialises in the design, manufacture and installation of refrigeration systems and equipment, focusing on the supermarket, fishing, petro-chemical, plastics, cosmetics, wine, and confectionery industries. The company develops and installs cutting-edge technology into the refrigeration solutions it offers its clients, and provides a comprehensive service-and-maintenance plan.

Before implementing the new system, REFSOLS found it difficult to track and trace the delivery of materials and components to specific customer maintenance or manufacturing requirements. The previous system lacked in providing information that allowed effective management of the growth experienced by REFSOLS. The company required an Enterprise Resource Planning (ERP) system that could provide comprehensive accounting and financial intelligence, allowing for differentiation between the cost centre revenue, technician productivity and effective management of materials, including procurement.

## More than a generic accounting solution

REFSOLS opted for Sage 300 ERP Standard with Technisoft's Service Manager. "Most companies today need more than a generic accounting solution. They require a solution that is tailored to their specific industry's requirements. Sage 300 ERP and Service Manager provide one such perfectly tailored industry solution. Technisoft Service Manager has a track record of working with Accpac (now Sage 300 ERP) for more than 25 years. Service Manager combined with Sage 300 ERP's powerful financial and distribution tools provides a robust industry solution for service related companies.

"Sage 300 ERP's advanced features include full multicurrency capability, powerful bank reconciliation and tax reporting, flexible transaction processing options, powerful management of fiscal periods and informative dashboards for analytical reporting," said Jeremy Waterman, MD of Sage ERP Africa and Sage Middle East.

## Professional end-user support

Another key requirement from REFSOLS was the need for professional end-user support, as well as the ability to support the company's expansion into Africa. REFSOLS placed its trust in AWCape as a preferred Sage vendor with proven track record of ERP implementations including a growing support footprint in Africa.

The process started with AWCape compiling a detailed implementation plan supported by professional project management. "Designing a new Service Management system to meet REFSOL's specific requirements for tracking order status and indicating material requirements was the key to addressing REFSOLS business challenges," said Henri Hattingh, CEO of AWCape. "The system was implemented within three months with the users being fully trained by the fourth month," he added.

"REFSOLS is now in a position to better manage its resources and to grow the business opportunities outside of the South African border, knowing that AWCape will be able to support the company's operations and growth. Phase two of the system will involve the utilisation of mobile devices that will equip technical staff with the necessary tools to capture and record service related information efficiently while on site," said Ryan Coldman, financial manager of REFSOLS.

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