Standard ERP

OneClick
Argentina

Functionality

- 20 users
- CRM
- Cash Book
- Email & Conferences
- Hansa Application Language
- KPIs
- Multi user (WAN)
- Nominal Ledger
- Pricing
- Purchase Ledger
- Purchase Order
- Quotation
- Sales Ledger
- Sales Order
- Service Order
- Stock
- Webshop

■ ABOUT ONECLICK

OneClick specializes in providing everything within the Apple ecosystem in Argentina. The company was established in 1999 and, in 2016, merged with an American group ultimately expanding OneClick. Currently, the company employs 70 people and has Argentinian locations in Buenos Aires, Cordoba and Rosario. In total, there are six subsidiaries in the country, with four being Apple Premium Resellers, with full support of all associated international groups. OneClick is Argentina's primary Apple distributor in addition to operations in both the Dominican Republic and the United States.

■ KEY CHALLENGES

Before implementing Standard ERP, OneClick used software customized by a developer in Rosario, Argentina. They soon found that Standard ERP offered an Apple native software and that it covered every operational need required by the company. OneClick therefore decided to proceed with the implementation in April 2014, seeing no point in evaluating other products.
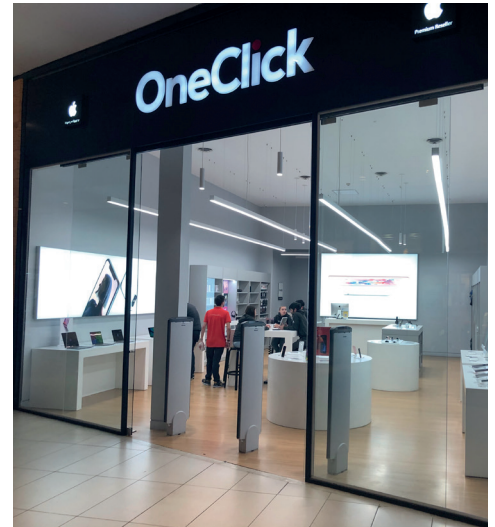
CRM, Sales Ledger, POS, Service Order, Purchase Ledger and Cash Book were implemented. The goal was to have a unified system with an Apple native platform. OneClick experienced a smooth implementation and data migration.

With proper training on a user-friendly interface, any typical user struggle adapting to a new system was completely avoided and the implementation was an excellent success.

■ THE SOLUTION

Implementation was complete one month later. Country Manager Mariano Tourinetto and Service Manager Hernan Dreier were deeply involved. The core benefits were immediately apparent, with vast improvements in both centralization of information and quality of accounting data, in addition to the ease of use in the Mac environment.

Progress continued with subsequent demand for customizations. Starting with Apple integrations, an automated report was created, a report that connects weekly with Apple's servers and generates a sales and inventory report. This report is sent in EDI format once per week with no need for user interaction.

A web service linked to Standard ERP's Webshop module was also implemented, through which OneClick's website connects every five minutes to collect and update inventory and price data. This ensures data is always up to date and accurately reflected throughout the system.

Customers can have their devices maintained or repaired with OneClick. Using Standard ERP's Service module with customizations specifically for technical services, OneClick is able to keep their customers informed with automated messages. These notifications and progress updates allow customers to track the status of their device throughout this process, meaning OneClick can deliver a superior customer service experience.

"Standard ERP has definitely allowed us to change our focus. Now, we can concentrate on our business without being consumed by information preparation and monitoring because Standard ERP does that job for us. We have our entire company organized in one place." - Mariano Turinetto (Country Manager)

With plans to expand the amount and usage of modules in Standard ERP, OneClick recommends future users to conduct an thorough review of processes for each sector of their business. This review should involve every department, thus keeping the entire team on the same page.

HANSAWORLD