



BEA FISHER ORGANIZATION

BUILDING A FOUNDATION FOR ENHANCED SERVICE DELIVERY WITH SAP® BUSINESS ONE

“As we developed more sophisticated service delivery methods, we needed to better understand the true cost of our operations. SAP Business One provides the power and visibility that meet our needs.”

George Zaychkowsky, CEO,
Bea Fisher Organization

QUICK FACTS

Company

- Name: Bea Fisher Organization
- Location: Lloydminster, Alberta, Canada
- Industry: Public sector
- Products and services: Individual-driven services for persons with developmental disabilities
- Employees: 200
- Web site: www.beafisher.com
- Implementation partner: VistaVu Solutions LLC

Challenges and Opportunities

- Support developmentally disabled persons through entrepreneurial companies that provide job opportunities, housing, and transportation
- Improve ability to serve clientele by increasing process efficiency
- Increase visibility into service delivery performance

Objectives

- Replace legacy business software with integrated enterprise solution that supports entrepreneurial vision
- Replace manual record keeping with automated processes
- Enhance efficiency of financial data entry and report generation
- Choose scalable software that can support business growth

SAP® Solutions and Services

SAP® Business One application

Implementation Highlights

- Deployed solution quickly and within budget, despite personnel turnover
- Worked closely with SAP partner VistaVu Solutions
- Successfully trained 6 users

Why SAP

- Robust functionality to support finance, manufacturing, and HR processes
- Intuitive report generation and decision-support features
- Affordable, scalable software that supports current and future business needs
- Knowledgeable, responsive implementation partner

Benefits

- Enhanced ability to generate business intelligence to support decision making
- Streamlined data entry processes
- Increased accuracy of accounting data and cost estimates for operations
- Reduced effort required to produce financial reports
- Enhanced ability to deliver service to clientele
- Improved visibility into staff performance and service delivery
- Increased efficiency of service tracking and reporting
- Created foundation for future tracking and reporting of client outcomes

Delivering innovative services that allow disabled clients to have a meaningful life is the Bea Fisher Organization's mission. Yet when its legacy software could not keep pace with the demands of its entrepreneurial business entities, the organization turned to the SAP® Business One application.

"As we developed more sophisticated service delivery methods, we needed to better understand the true cost of our operations," explains George Zaychkowsky, CEO of Bea Fisher. "SAP Business One provides the power and visibility that meet our needs."

Dignity in Purpose

Based in Lloydminster, in the province of Alberta, Canada, the Bea Fisher Organization is dedicated to providing individual-driven services to persons with developmental, physical, and sensory disabilities. By providing job opportunities, housing, and transportation, the Bea Fisher Organization helps clients participate more fully in society.

The organization includes the Bea Fisher Foundation, which raises funds and awareness, and the Bea Fisher Centre, which provides programs and services, including jobs and housing. To help raise funds for the center and provide employment opportunities for those with disabilities, the organization created the nonprofit Bea Fisher Enterprises, a recycling operation. Most recently, the group formed Fisher Building Systems, a for-profit wood and metals manufac-

turing company that hires disabled persons to build sheds and other structures for field services companies.

Way to Grow

To support its operations, Bea Fisher used an old DOS-based software program that was sufficient to handle early finance, housing, and labor processes. "But as we began creating new companies, the old software couldn't keep up," says Zaychkowsky.

The legacy software lacked the processing power and functionality the organization needed to support its entrepreneurial vision. What's more, decision makers struggled to obtain relevant, timely information from the system.

"We were doing many operations outside of the software," explains Brian Craig, director of finance and corporate services for Bea Fisher. "We would enter some data in spreadsheets and then reenter it as a journal entry in the accounting package. The duplication of effort was inefficient and also increased the possibility of errors."

Bea Fisher needed a solution that would provide integrated manufacturing, finance, and HR functionality. In the manufacturing operation, managers needed to be able to track production and inventory controls. The finance team wanted to replace manual record-keeping methods with automated processes that could enhance efficiency, improve data accuracy, streamline report generation, and enable enhanced decision support. HR managers wanted to be able to track labor hours and staff performance.

Most important, Bea Fisher wanted a solution that could keep pace with the organization as it evolved. "We are a growing company, and we see many opportunities to serve the disabled population," says Zaychkowsky. "To successfully develop these new initiatives meant that we had to invest in new software."

Rapid Deployment, Rich Functionality

The organization investigated several software solutions designed to meet the needs of small and midsize businesses. When VistaVu Solutions LLC, an SAP channel partner, presented SAP Business One, the Bea Fisher team stopped searching.

The software's robust functionality was exactly what the organization needed to support its finance, manufacturing, and HR processes. Intuitive report generation features were ideal to enhance



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George Zaychkowsky, CEO, Bea Fisher Organization

decision support. The software was affordable, and it could scale to meet the company’s requirements as it grew.

“It was clear that SAP Business One had every component that we needed, as well as the functionality that would help us succeed in the future,” says Zaychkowsky. “It was the software that offered the best fit for us. And when we saw the great connection we had with the VistaVu team, we knew we’d found just what we needed.”

The software was deployed quickly, in less than six months, and within the organization’s budget. Personnel turnover at Bea Fisher slowed the imple-

software to generate financial reports. “Now we can capture the data the first time it crosses the desk,” says Craig. “Then a user can design and create reports to meet any need.”

For example, to support the recycling operations of Bea Fisher Enterprises, users generate reports on volumes of recycled materials. “With our old system, we would have entered the data and then cycled back to the source documents to generate a spreadsheet-based report,” explains Craig. “Now we input the data and generate volume reports, internal management reports, and decision-support information. It’s a huge advantage.”

deployed yet,” says Zaychkowsky. “It’s up to us to tap into that as time and resources permit.”

Valuable Insight

Bea Fisher has already realized significant value from its deployment of SAP Business One. “We have four companies, and each has a different board of directors that requires unique information,” explains Zaychkowsky. “With the SAP software, we can provide all of the information that each board needs. Recently, one of our board members said, ‘This is exactly the information we’ve always wanted.’ Having that information helps them make better decisions. That was an immediate positive impact.”

By using the software to streamline data entry processes, the organization increased the accuracy of its accounting data and cost estimates. Because it takes less effort to generate financial reports and business intelligence, users can produce information that supports enhanced understanding – adding value to the organization.

As government agencies begin to demand more detailed tracking of the service that nonprofit organizations provide, Bea Fisher will use SAP Business One to generate the required information. “The government is developing new processes that will require us to report our services by units of hourly care,” says Zaychkowsky. “We’ll be paid based on the number of units we deliver.

“We are always looking for profitable new ventures, and we’re confident that the SAP software is capable of supporting our operations as we grow.”

George Zaychkowsky, CEO, Bea Fisher Organization

mentation slightly, but the training and knowledge transfer provided by VistaVu helped overcome the delays. The partner successfully trained six Bea Fisher users. “The VistaVu team was phenomenal,” says Zaychkowsky. “They were very knowledgeable and responsive to our needs.”

Greater Efficiency, Improved Visibility

To date, the organization is gaining its greatest value from the use of the accounting functionality. Users input the data only once and use the integrated

The organization deployed some of the software’s manufacturing functionality, and Craig plans to do more in the coming months. “We are still maintaining bill-of-material data and labor records outside of SAP Business One,” he says. “It is one of our objectives to incorporate that data into the SAP software.” In addition, Bea Fisher plans to deploy the inventory management functionality and the HR and payroll features soon.

“The SAP software can do everything that we want to do, although there is still much functionality that we haven’t

With our old software, there was no chance we could produce this information. The SAP software will make it easy for us to get ahead of these data requirements."

Positioned for New Opportunities

Having this information at hand also will enable enhanced service delivery. "Our management team can use the software to learn exactly what staff members are doing and what care clients are receiving," Zaychkowsky adds. "In time, we'll be able to document the performance of our care providers and use that data to improve client outcomes. The added visibility and insight we have gained makes SAP Business One a great management tool."

Overall, the software's greatest value may be its ability to grow with the expanding services of Bea Fisher. "We are always looking for profitable new ventures, and we're confident that the SAP software is capable of supporting our operations as we grow," says Zaychkowsky. "The sophistication of SAP Business One far exceeds the functionality we will need for the next 10 or 20 years."



VistaVu Solutions LLC, an authorized SAP channel partner for SAP Business One, provides its mission-critical software solution, FieldVu, to leading field services companies.

50 100 842 (10/07)

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