

## BISSELL CASE STUDY

Bissell Homecare produces a wide range of appliances and floor cleaning formulas. Based in the US, they invented the first carpet sweeper machine in the 1870s. Bissells has had a brand presence in the UK for 112 years.



Bissell's products are sold both directly and through a number of retail channels such as Argos and Dixons. The physical distribution of stock is handled by a third party company. Integration between the accounts system and EDI was critical to the business.

In addition to this, analysis and reporting was also necessary in order to ensure maximum efficiencies were being achieved in the sales and distribution processes.

Bissells had been using Sage Line 100 accounts software for some time. They initially came to Dayta Designs for EDI-Link and this then led to discussions regarding an upgrade to Sage 200.



Sage had stopped developing the Line 100 product a few years earlier, and sooner or later an "End-of-Life" would be declared



The functionality that is available in the Sage 200 product meant that advantage could be taken of things like; direct emailing of documents and reports, ease of transfer of data to Excel for additional analysis, and the attaching of graphical and technical documents to the stock, supplier and customer records. The user interface is the same as the widely used Sage 50 product. As a result, new staff joining the organisation would not require a lot of training time.

### The Dayta Designs' Solution

Following a full project specification and a successful trial migration, the Sage 200 system was then installed. This fulfilled Bissell's requirements for their accounts system.

To integrate the accounts and distribution systems, Dayta Design's EDI-Link product was installed. This then enabled orders taken via EDI to be automatically transferred to the Sales Order Processing module in Sage. A bespoke integration link also enabled dispatch information from the distributors to automatically update Sage, and invoice data to be passed through the EDI system back to the stores. All ledgers are now updated at the same time.

Training was an ongoing process; enabling users to use the system as soon as possible and then

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developing their knowledge over time. The Bissells team were introduced to the Dayta Designs support desk team. This meant that a good working relationship was established from the start. Reporting was another key area. By adding new fields to the database, for example for non-delivery reasons, reports could now be generated on order outcome. Being able to analyse order outcome has meant that Bissells are now able to closely monitor the performance of their distributors.

The solution delivered by Dayta Designs to Bissells resulted in a number of major benefits to their business. The bespoke integration meant that the credit control process was significantly enhanced, resulting in improved cash flow. Ultimately, the solution has allowed Bissells to make considerable savings in time and therefore significant cost savings.

### Ian Bebbington (Financial Controller)

"Dayta Designs spent a great deal of time understanding our business and therefore what we needed from the software. They worked with us to develop a system which allows us to easily obtain reports enabling us to manage our business and stock effectively".

### About Dayta Designs Ltd

Dayta Designs is an established business with 20 years experience and expertise in all aspects of PCs, servers, networks, databases and business solutions. As a fully accredited business and development partner with The

Sage Group plc, we support many customers in a wide range of businesses.

Our development department is able to offer customised solutions around the core product. As a result, our clients are able to obtain the solution they require without compromise. We regard ourselves as being adaptable to all sizes of business and will gladly supply case studies or references from the start-up company to the corporate level.

Our customers tell us that they stay with us because of our friendly customer service, fast and reliable support, and regular system reviews. We always answer our telephone with a human, not a machine. We strive for long-lasting relationships with our customers, this results in; continuity of care, a stable system and your business software in safe hands.



**To discuss how Dayta Designs can assist your business, please contact us on:**

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