

# Relying Upon a Solid with **SAP® Business One** Partner as Business Needs Expand



## Before: Challenges and Opportunities

- They had been operating on a very old system that was unreliable and was no longer supported
- JLG required a robust CRM system that their large call center could use to sell their book subscriptions
- The reports and other data in their system were not reliable
- Certain business processes required all users to be off of the system while they were being performed

## Why SAP and LBSi

- “Our relationship with LBSi is very important. The partner we interface with has to be knowledgeable and reliable. You have to have a lot of trust in them...” and they have found just that with LBSi.

## After: Value-Driven Results

- The new system had to be integrated into their shipping system
- JLG required the ability to create their own reports
- Ultimately, they wanted to have one integrated software system so all users were working off of the same scorecard

“The level of knowledge that LBSi has is **invaluable** to us. They are **very professional** and **even-keeled in the face of challenges**.

- Gerry Nemeth, Director of Operations

Featured Partner



**Junior Library Guild**  
Plain City, OH  
juniorlibraryguild.com

**Industry**  
Book review and collection development service

**Products and Services**  
Helping librarians with collection development, and their members trust them to put only the best books into the hands of their eager young readers

**Employees**  
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