



## Saginomiya

Creating tracking, visibility, and inventory control throughout production with SAP® Business One

### THE CLIENT

Saginomiya was founded in 1940 and is a leading manufacturer of a wide range of high quality and energy-saving automatic controls for refrigeration, cooling, heating and air conditioning equipment.

Saginomiya has also contributed in wide range of fields such as heavy electric industry, semiconductors, transportations and medical field and is said to be “The Automatic Control Manufacturing Company” even to this day.

### QUICK FACTS

**Industry**  
Manufacturing

**Revenue**  
\$385 Million (2013)

**Number of Employees**  
3,450

**Headquarters**  
Tokyo, Japan

**Website**  
[www.saginomiya-global.com/en/index.html](http://www.saginomiya-global.com/en/index.html)

### Key Challenges

- Overall inefficiencies with regards to company processes
- No simple way of tracking sales inventory transactions from start to finish
- Inconsistencies in data across the two systems (Quickbooks/Fishbowl)
- Slower customer service response times because of time spent retrieving client information

### Solution Summary

- System Users – 8 users
- SAP® Business One
- LBSi enhance Advanced material planning and forecasting

### Operational Benefits

- The new system houses all pertinent data, enabling easier tracking of customers, financials and inventory
- New system enables better customer interaction since it is faster and more efficient to pull up client files

### Why LBSi

“LBSi truly listened and understood our needs, as well as the demands of our clients, and created customized functionalities and shortcuts within the system to save us time and energy.”

**“We are currently 2 months into using SAP® [Business] One and we don’t miss the inconsistencies of QuickBooks or the hours spent rummaging through paperwork, and we are thrilled with the support and expertise of LBSI.”**

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## The Challenge

As a leader in the automatic controls business, Saginomiya has distributed the most advanced high quality, high performance products around the world. However, as Saginomiya continued to grow, so did the need for technology and tools to manage their business more efficiently – particularly within their sales and accounting departments.

Using QuickBooks to manage financials and an integration called Fishbowl to track and manage sales orders and transactions, the accounting team was spending countless hours trying to sort through mounds of paperwork to match to its digital counterpart. As the company grew and the number of transactions increased, however, a more robust, efficient system would be needed to not only house and organization this data, but to also decrease its inaccuracies.

## The Solution

After researching several solutions and partners, Saginomiya looked to the experts at LBSI to help implement SAP Business One software. The solution

was first implemented in the European and Thailand sales offices in May 1, 2011. A corporate decision was later made to roll out SAP Business One to the U.S. sales office in August of 2014.

“We were using a combination of QuickBooks and a software called Fishbowl - a combination that was supposed to allow us to manage all transactions with ease,” said Shane Smith, Manager for Logistics and Customer Support and IT for Saginomiya. “However, we could never get our inventory numbers to be exactly the same value – creating quite the headache over the four years I had to deal with it.”

“After meeting with the LBSI team, we were confident that SAP Business One could truly change the way we do business. We are currently 2 months into using the solution and we don’t miss the inconsistencies of QuickBooks or the hours spent rummaging through paperwork. LBSI was definitely the right partner fit for us as well, and we are thrilled with their expertise and their support services.”

## The Result

With the help of LBSI, all of Saginomiya’s sales offices now use SAP Business One to manage their sales and accounting departments. The system has not only increased items like inventory accuracy and financial reporting capabilities, but has also made it possible for Saginomiya’s accounting department to actually track the path of the company’s sales transactions from beginning to end - something that was impossible to do using Quickbooks/ Fishbowl.

“People use the word efficient in a variety of ways. For us, SAP Business One has drastically reducing the amount of paperwork that flows from my logistics team to the accounting team, as well as the time spent trying to locate necessary information. Visibility of everything is very quick now, too. You can right click on something and find exactly what you’re looking for almost immediately - it has truly simplified our entire process.”

“Our accounting department also raves about how easy it is to find where a



**“Our accounting department raves about how easy it is to find where a transition begins and where it ends. It allows them time to focus on important items like transaction accuracy, versus trying to match up piles of paperwork they receive everyday.”**

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transition begins and where it ends. It allows them time to focus on important items like transaction accuracy.”

Using SAP Business One, Saginomiya can now provide a higher level of customer service to using the system, too. These email communications can be stored and even referenced at a later date to ensure customer satisfaction, as well as to keep sales team members accountable for the quality of service they provide.

“We work with some fairly large companies, so our main form of daily communication is through email. Having the ability to quickly send a PDF of a packing slip straight from the system really saves my customer service team a lot of time. There is no need to hunt for an email address, find a particular file on a shared drive, and then attach it to your email – it’s all done straight from the system. It really does save so much time.”

As Saginomiya continues to grow, a few things remain constant – the need for an all-in-one solution that is flexible enough to meet current and future business needs, as well as a partner who not only understands what your business needs today, but also what it might need tomorrow.

“LBSI took the time to listen and understand our business needs and created customized functionalities and shortcuts within the system to save us time and money. During implementation, they also provided us with a variety of tools and training sites to help with the transition and have been there every step of the way to answer our all of our questions. We really could not have a chosen a better partner.”



### About Saginomiya

Saginomiya distributes high quality, high performance control technology products throughout the world where they are applied in fields such as air conditioning equipment, cooling and heating devices like vending machines, show cases and freezing warehouses, the transport sector in automobiles, ships, trains and airplanes, the medical field in dialysis machines, as well as the semiconductor field. The company believes strongly in contributing positively to people’s comfort, while saving energy and labor.

**Saginomiya  
Seisakusho, Inc.**  
Automatic Control  
Manufacturer





## About LBSi

About LBSi – Long Business Systems, Inc – LBSi - is a technology services firm that specializes in using business management software such as SAP® Business One to better enable our customers to grow profitably, outpace competition and provide better service to their customers.

Headquartered in Strongsville (Cleveland) OH, LBSi also has offices in Pittsburgh, Columbus and Cincinnati. LBSi can be found on the internet at [www.LBSi.com](http://www.LBSi.com)

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