



## AndFel Corporation

Relying on a Solid SAP® Business Partner to Replace Outdated, Pieced-Together Technology

### THE CLIENT

Since its inception more than 40 years ago, AndFel Corporation has been a leading supplier of cable ties, cable accessories, custom printing, packaging, and security seals for companies across a diversity of industries.

With products designed to meet the specific needs of the food processing, medical safety, utility, transportation, and facility safety industries, among others, AndFel prides itself on exceeding customer expectations. It does this by not only delivering top-notch products, but also by providing excellent customer service.

Begun as a Chicago-based paper and plastic converting company, AndFel has adapted its focus through the years to meet the demands of both the market and its client base. Now located in Springville, Indiana, AndFel takes a great deal of pride in its adaptability and commitment to producing and delivering quality products. Privately held, AndFel has a reputation for seamlessly delivering large, custom orders with the shortest lead times possible. Offering exclusive distributor pricing and some of the most knowledgeable staff members in the industry, AndFel serves its clients with consistent quality.



### QUICK FACTS

#### Industry

Plastic ties, cables and seals, custom packaging and printing

#### Revenue

Undisclosed

#### Number of Employees

7

#### Headquarters

Springville, Indiana

#### Website

[www.andfel.com](http://www.andfel.com)

#### Key Challenges

- Replacing a two-system set-up that split operational management. An outdated Unix system was used and customized over time to process inventory and sales orders. Another system was used for accounts payable
- Reports in the old two-system design were difficult to access and read, and lacked valuable data points
- The old set up was inefficient and took too long for data retrieval
- Support was lacking for the former systems

#### Solution Summary

- System Users –5 users
- SAP® Business One
- Key Add-Ons: LBSi Shipping Integration

#### Operational Benefits

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

#### Why LBSi

"I felt like the guys at LBSi were really hands on with us, wanted us to be as happy as possible, do everything they can to make this as personal for our company as they could."

- Jennifer Cassidy, AndFel Corporation

**“For me, it really is just (about) data. Just having such easy access to information, and if I wanted any sales reports, any type of inventory, any financials, it’s all right there.”**

-Jennifer Cassidy, AndFel Corporation



With a large client base that’s continually growing through a strong referral network, AndFel Corporation’s finance and operation team is charged with helping ensure operations flow smoothly and customer satisfaction remains high. Serving the cable, twist, and safety tie needs of clients across a diversity of industries, AndFel’s 3 full time and 5 part time employees fulfil more than 650 orders a month.

AndFel recently replaced an unsupported and outdated two-system software setup that was bulky, inefficient and failed to produce desired data with SAP® Business One and LBSi’s Shipping Integration solution, customized to meet the company’s unique requirements.

Jennifer Cassidy says her experience with LBSi has been incredibly positive.

“I felt like these guys were really hands on,” she said. “(They) wanted us to be as happy as possible.”

#### *Implementation with Ease*

Becoming acclimated to a new software package can be a challenge in any circumstance, but Jennifer said AndFel had no trouble putting its new Business One system to work.

“It’s really user-friendly and everything is right there,” she said. “It makes sense when you’re using it. When I’m handling accounts payable and accounts receivable, it’s made that process 100 times easier. It’s much faster.”

#### *Reporting that Counts*

AndFel’s former two-system design made tracking crucial data difficult. That’s not the case with Business One, said Jennifer. “It’s easy to pull up reports in SAP®,” she said. “It’s easy to know exactly how much you’re spending, how much you’re bringing in, and where you need to work on things.”

#### *It’s the Differences that Matter*

Since AndFel’s clientele largely consists of repeat customers and incoming referrals, exceptional customer service is critical for continued success. The company’s old software design made responding to client needs difficult and time consuming. The new SAP® system has changed all that.

While the old system didn’t necessarily limit AndFel’s commitment to service, it did make obtaining customers’ custom data cumbersome. When customers called, Jennifer comments that AndFel staff would have to “call them back. Whereas now they call and we can just pull it right up. Everything is right where we need it.”

SAP® Business One software has also made a difference in the life of Donald Andreoni, AndFel’s owner. Before LBSi’s product was implemented, he would have to be on site to make sure certain tasks were performed because he was the only one who could perform them using the old software configuration. Now he doesn’t even have to come in to the office to keep up with everything.

Jennifer’s recommendation for companies considering an upgrade: “Let the old system go. It’s going to have to happen. New systems have new capabilities, new technologies. You’ve got to grow with it. At the same time, know what you want. That was one thing I really liked about SAP®, and working with LBSi is how customized they made it for us.”

**“I felt like it was easy to get in touch with anyone if I had any questions. They were pretty thorough with getting the information, what exactly our requirements were, and how they would need to modify it to meet our needs.”**

-Jennifer Cassidy, AndFel Corporation

**Long Business Systems Inc. (LBSi) –**  
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#### **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)

#### **About AndFel Corporation**

Since the 1960’s, AndFel Corporation has been the premier supplier of cable ties, cable accessories, security seals, custom printing and packaging, and much more. With a goal of exceptionally high customer service, AndFel has consistently delighted customers for over 40 years.

