

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
90

