

Labels

Plus

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**Bank Manager
strikes Gold
with Xeikon**

**Digital Guru sees
bright future**

**Screen suits Deane
down to the ground**

The Sage X3 ERP software system takes the hard work out of label printing

Label printers love to print labels. Great labels. Labels that they're proud of and their clients are so proud of, that they keep coming back for more. The problems with printing labels and making money, is that there are lots of extraneous functions that can take the focus off printing great labels. One Australian company helping printers to concentrate on what they do best, is Turnaround Services Global. Their software reduces the problems that are often part of a busy label business today.

General Manager Suresh Ned, said Turnaround is an ERP and CRM services company, which means they understand the business requirements of the sector and implement software solutions which automate many business processes. "That covers the spectrum from estimation, art work, orders, purchases, inventory, production, sub-contracting, order deliveries, invoicing and payment received from the customer."

One label printer that has enlisted Turnaround's help is Guru Labels on the Central Coast of NSW. Guru Director Nick Lowe, had glowing praise for what Turnaround did. "As part of Guru Labels' development from boutique printer to a world-class print facility, we realised early on, that we needed a superior software solution to meet our customers' needs and expectations," explained Nick. "We scoped several print-related software packages, eventually settling on the Sage X3 product. This software package needed to take care of the company's electronic requirements, including sales; inventory; manufacturing; on-line portals; accounts and everything in between. Having one piece of software to manage all business needs is a key factor in the business's growth and success."

He said Turnaround Services were assigned the task of scoping and ultimately implementing the software for Guru Labels. "The task of implementing the software has been exciting and challenging. We have been guided all the way by Suresh and his team, to utilise the 'out of the box' options and customise it to our specific needs. As a result of this software implementation, Guru Labels has considerable savings in ongoing time and reduced overall costs to run the business. We would strongly recommend other print professionals searching out Suresh and his team at Turnaround Services Global for a superior software solution."

Money is made or lost on quotes for clients, said Suresh, and the Sage X3 ERP system delivered an accurate estimation program, that allowed printers to redesign their quotation process and streamline their workflow. "Customer quotes can be generated in less than 20 seconds - a dramatic improvement in response times." Another process change that improves accuracy and saves dollars, relates to the handling of client artwork. "Each accepted quotation is given a dedicated job number, which follows the job through to completion and is used when filing the artwork. So, be it sales, art or production, whom-ever needs to locate that art piece later, it's extremely easy."

With online ordering starting to become a bigger part of a label printer's outreach to customers, Turnaround's software offers synchronised web ordering. "The product and price data is automatically loaded into the Sage X3, removing the need to re-key and reducing the chance of mistakes. Customers can submit, order and pay online. The order moves through the system without intervention until production planning occurs. No staff member is involved," said Suresh. "What we did specifically for Guru, was to integrate their processes for ordering into the ERP system. Any orders placed on the web-based system, are placed directly inside the ERP system and it generates a work order for manufacturing. In the event the order is for a trade printer, they can send a print-out directly to the printer. This type of automation can eliminate a physical sales person."

Warehousing is another area that challenges label printers and the Sage X3 optimises inventory control of pre-printed stock. It offers greater accuracy of data and more visibility into the storage patterns of substrates and inks. Using the inventory module, means stock levels, supplier costs and stock forecasts can be better managed. "You can plan stock levels to trigger an alert automatically when stock gets to a certain level," said Suresh, "so running out of stock can be a thing of the past."

Suresh said the Australian-based company had been established five years ago, and invited all label printers to contact Turnaround Services to see what the company could do to streamline their workflow processes.

For more information call Turnaround Services Global on +61 424 750 763.

