Eastop ERP Customer Successful Story

BTO

Build To Order

Centralfield

Company name:

Centralfield Computer Ltd

Company website:

http://www.centralfield.com/

Industry:

Retail of Computer hardware

Date of purchase:

December, 1997

Date of adoption:

January, 1998

Date of interview:

January, 2001

Key benefit:

➢ Centralized management of data

➢ 'buffet-style' hardware price quoting service

➢ Improved he security issues of the database .

➢ Reduce the time and human resource for inputting data

Centralfield Computer Ltd, established in 1983, is one of the most successful computer system assemblers/ retailer in Hong Kong. You may have seen or tried a hardware price quoting system in the Sham Shui Po Golden Computer Centre. Did you find the screen of the system familiar? Yes, it is a product of Eastop.

What were the factors you consider when choosing business software?

Being a computer hardware supplier, we have to handle tremendous trading transactions and quotations in a single day. With the rapid growth in our business, we recognized our needs to reduce the input redundancy and shorten the time for refreshing information. Thus, we started to look for a set of stable software system which can handle our huge database accurately. Also, for the purpose of internal review, one of the major considerations was whether the data can be centrally managed.

Have you tried any other application software before using EOA?

We have tried a number of application software before the adoption of EOA system. Unfortunately, none of these software could centrally handle and manage the huge database. As a matter of fact, we could not stop using the software temporarily, thus we have to use several different application software at the same time to compensate each other's shortage. Data were not linked within different software, and even between modules in individual software. As a result, our employees needed to enter the data repeatedly into different software systems. It is time consuming and prone to errors. When inconsistent data were obtained from different software, our employees needed to chase back the reason and find out which software has gone wrong. This was not only time and human resources consuming, but also contrary to our principle of centralized management of data

What make you choose Eastop ERP system?

We understood that using several software at the same time to manage our business was ineffective in the long run. Therefore, we determined to search for a new system that can handle and centrally manage our tremendous transactions and huge database. After attending two demonstration sessions, we were impressed by EOA's ability to centrally

manage enormous data at a high speed. Another attractiveness of EOA System was the linkages between its modules. Once entered, the same data could be used in other modules. This could reduce the time and human resource for inputting data, and also the errors caused by the redundant entries. EOA System solved all the problems we were facing!

Comments after implementing EOA

EOA meets all our requirements and it greatly reduces the unnecessary tasks we did in the past. We can even implement EOA in our retail stores to provide a 'buffet-style' hardware price quoting service. The data is shown accurately, stably and quickly. In addition, the support team of Eastop is helpful in providing us professional opinion and technical support. In short, we greatly appreciate the overall performance of EOA.

Did you look for other software with similar functions after the maintenance period has ended?

We determined to terminate the maintenance service one year after the implementation of EOA System. There were mainly two reasons: Firstly, we had plenty of professional I.T. experts, who could monitor and maintain the operation of our database. Secondly, since our database was growing rapidly due to our enormous data, with the constraint of Assess Database (upper limit 1 GB) on a File Server, the system would soon be overloaded and eventually, affect the performance of the whole system.

During the 3 months we stopped maintenance, our management staff tried to look for EOA alike application software in the market, but we failed. Later on, we were acknowledged that there was a SQL version of EOA, so we immediately consulted Mr. Lewis Wong, the Principal Consultant of Eastop, and attended a demonstration session. We reckoned it as a perfect solution to us. As a result, we not only paid for the yearly maintenance fee, but also upgraded the existing EOA system into SQL version. To solve the performance problem caused by the expanding database, we implemented a server with a 3-Tiers architecture, which also support real-time updating. The system now fulfilled our requirements of centralized management and real-time updating at a high speed. Furthermore, SQL database had an upper limit of database size of 1,048,512TB theoretically, which implies no upper limits when comparing to the GB we were using. The security issues of the database were also improved as well. This version perfectly met all of our requirements.