



## Accu-Flo Meter Services

# 1 CUSTOMER STORY

### At a Glance

**Accu-Flo Meter  
Services  
Calgary, Alberta,  
Canada**

#### CHALLENGE:

Accu-Flo provides meters for various industries. Because of rapid growth and an inventory level greater than 2,500, the company needed a powerful ERP system to automate their manufacturing processes and provide stringent control of their inventory.

#### The Company

Accu-Flo Meter Service, with its headquarters in Calgary, Alberta, has been a provider of products and services to the Oil and Gas industry, Municipal Governments and Industry since 1982. At that time, there were only three employees but their unsurpassed service and unique products quickly secured a growing and loyal customer base. In 1996, Accu-Flo moved into a new custom built 4,000 square foot facility from where they currently service customers all across Canada while experiencing a 15% per annum growth rate.

The products produced in their manufacturing division consist of control panels, bypass switches, relay boxes, remote monitors, lightning protection equipment and custom fabrication. Their distribution products include all types of liquid metering devices, leak detection and monitoring equipment, automated fuel dispensing equipment, air compressors and vacuums. Not only do they install, repair, rebuild and refurbish these products, they can also design custom systems – from metered batching systems to custom monitoring equipment.

#### The Challenge

Accu-Flo purchases parts for manufacturing and service from suppliers in both Canada and the USA. Their inventory hovers around 2,500 active items valued at over one million dollars. Because of the rapid growth of the company and their wide range of products and services, Accu-Flo found it necessary to begin searching for a powerful enterprise resource planning solution. Paramount to their continued growth was the automation of their manufacturing processes and stringent control of their inventory.

#### The Solution

In 2000, after careful research, SYSPRO was selected for combining leading edge manufacturing features with full powered distribution and accounting functionality. Ross Lemire, Manager of Information Systems at Accu-Flo is quick to point out the benefits they've

gained at Accu-Flo. "With the implementation of SYSPRO we realized 50-75% ROI right away by the removal of a third party computer system and administrative department that was no longer required."

#### The Results

SYSPRO allows the use of multi-warehouse functionality along with multiple bin locations to track inventory efficiently -- including min/max inventory levels based on inventory lead times. SYSPRO provides the ability to trace items back to the source, track them from the source to their current location and identify all cost elements associated with the movement of the goods. "SYSPRO has enabled us to be more profitable through better control of costs and prices because the system provides immediate visibility of all activities relating to our inventory," says Lemire.

Having the SYSPRO system in place has facilitated teamwork among the staff in all departments.

"SYSPRO has enabled employees to see what their priorities are and to respond to the highest priorities immediately," adds Lemire. By maintaining reliable data at all levels, such as promise date accuracy, whether it is off the shelf or into the future, means that customers are able to rely on Accu-Flo as a supplier of mission critical equipment.

SYSPRO has helped Accu-Flo become more competitive in the marketplace by providing management with a solid picture of its integrated supply chain. Accu-Flo is already forecasting substantial growth for 2005 and plans are in place to open a much larger satellite branch office for the manufacturing facility and customer technical support call centre, the move should be complete by the end of 2004. "The system is very powerful and there is a lot more we need to explore in terms of using SYSPRO to it's full potential, however I am confident that SYSPRO will be able to meet our demands for many years to come," concludes Lemire.

For more information, please contact 1 (403) 243-1425 or visit [www.accuflo.com](http://www.accuflo.com).