

FortPro Paves the Road to Success With the Vision33 Customer Portal

SAP[®] Business One



Empowering customers with a personalized self-service gateway



ABOUT

Headquartered in Miami, FL, FortPro researches, designs, and distributes parts for heavy-duty trucks. A division of World Truck Parts, FortPro is a small company of 25 employees, including family members—but its parts power the big boys like Mack, Peterbilt, and Freightliner. The company's catalog includes lighting and chrome accessories, components for electrical systems, exhaust, air brakes, driveline and suspension, and engines and clutches.

Visit them at <https://www.fortpro.com>



Leaving Manual Processes in the Rearview

More trucks are on the road because of a dramatic acceleration in eCommerce. “People are ordering online a lot, and to move the products, you need trucks,” says Marlon Romero, FortPro’s president. “Even the volume of returns is incredible. People are always buying stuff and returning it to places like Amazon, so you need more trucks.” And because the trucks must be safe and reliable, there’s always a need for parts.

Manually processing recurring orders was overwhelming FortPro’s small staff. “We needed a lot more people to process the orders,” Marlon explains. “We were taking orders by email, and customers would send a picture of a handwritten list on paper.”

In addition to streamlining many business processes when it implemented SAP Business One, a powerful enterprise resource planning (ERP) solution, FortPro also implemented the Vision33 Customer Portal for SAP Business One.

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Vision33, an SAP PartnerEdge Gold Partner, offers an exclusive Customer Portal that empowers customers with a secure, flexible, and personalized self-service gateway. Because account information comes from SAP Business One in real-time, customers have convenient access to billing, quotes, orders, service calls, and reports—24/7.

FortPro's Customer Portal is primarily used by retailers that cater to truck owners, fleets, and repair shops. "They can see all our inventory, place orders, and pay by ACH or credit card through the portal," Marlon says. "They can even see the date new inventory will arrive."

Marlon is happy he and his team can help their customers help themselves. "We made a how-to tutorial video for

the Customer Portal," he said. "When we get a new customer, we send them the video. And now our salespeople have more time to run promotions and offer new products."

FortPro's operations are running smoothly with the Customer Portal. Because of recent supply chain disruptions, the company has been proactive about maintaining robust inventory to avoid backorders. FortPro also manages a relatively low number of SKUs because one part can work with several truck brands.

The Customer Portal is convenient for FortPro's customers and a huge time and money saver for the company. "It helps us grow our customer base without hiring more people," Marlon says.



Vision33 (www.vision33.com) helps growing companies deliver on the promise of technology through enterprise resource planning (ERP) solutions, including SAP Business One and Sage Intacct, automation, and integration solutions. Vision33 has the people, processes, and technology to help businesses solve everyday challenges and seize new opportunities for growth and transformation. With proprietary solutions such as iDocuments and Saltbox, Vision33 helps businesses leverage the right transformative technology for their digital transformation journeys.

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