

# HERCO Switches from SAP Business One Cloud to SAP Business One MTE for Optimal Performance

**SAP**<sup>®</sup> Business  
**One**



Industrial supplier goes mobile – faster – with Vision33's multi-tenant environment (MTE) cloud offering for SAP Business One

  
Vision33

# ABOUT

Based in the US state of Michigan, HERCO, LLC was founded in 2007 by Rainer Herrmann. The company facilitates state-of-the-art process solutions by offering innovative tooling, automation, and filtration systems in die casting. HERCO currently serves the OEM and Tier 1 supplier industries, and is dedicated to engineering and delivering superior products and services to customers.



Read about HERCO at <https://hercogroup.com>



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# The importance of mobility with SAP Business One

When HERCO switched from QuickBooks Desktop for financials to the SAP Public Cloud to run their entire business in 2019, employees became excited. Up to that point, most HERCO departments – including Sales, Procurement and Fulfillment – had relied on paper-based processes and spreadsheets to conduct their daily activities. They were looking forward to conducting business at a much faster pace.

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While SAP’s Public Cloud gave multiple users a modern way to perform their tasks and notably improved inventory management processes, HERCO ran into a snag in their deployment. Simply put, their SAP Mobile Sales App would not work. “Having 80% of our deployment working well did improve our internal processes. But, without a strong Mobile Sales App, we were missing out on a big promise of the cloud,” said Laura Lowe, Accountant at HERCO and a team lead for the SAP deployment.

Finally, HERCO turned to the largest SAP Business One partner, Vision33, recognizing that Vision33 had a reputation for providing both in-person and remote expertise to HERCO needed to optimize their implementation.

# Identifying a better SAP solution at a lower price

As Vision33 worked through the discovery phase of the issues that had plagued HERCO's SAP Public Cloud implementation, Vision33's expert team quickly recognized that an entirely different SAP-based solution would better meet HERCO's needs. The solution – a multi-tenant deployment of SAP Business One on HANA powered by Amazon Web Services.

After reviewing the scalability and performance data of this new SAP solution, formally named SAP Business One HANA MTE, HERCO was ready to make the switch. "Our sales team was eager to start winning new business, and Vision33 ensured us that they could rapidly move over our SAP Public Cloud to Vision33 MTE and improve mobile app performance," explained Lowe.

## 100% functionality from Day One

In June of 2020, HERCO went live on their Vision33 MTE deployment of SAP Business One. Suddenly, the company went from having zero mobile app capabilities to fully functioning

mobile apps across the business. Most importantly, the SAP Mobile Sales App began delivering on the initial promise of the cloud. "Not only can our sales professionals perform better from wherever they are, we have one place where all information can be found," said Lowe. She further pointed out that, over the 11 months since going live on the Vision33 MTE solution for Business One, accounting has become 100% accurate.

Having been burned in the past by sub-optimal support from other technology vendors, HERCO signed up for Vision33's TOTAL Care program. Vision33 TOTAL Care provided HERCO with dedicated customer support, training and enablement programs that ensured its employees learned the SAP Business One application quickly. Lowe explained that HERCO realized an unexpected benefit from TOTAL Care when an employee recently left the company. "We needed to have modifications made to user access and license assignment, which took us only 4 hours to accomplish," said Lowe.



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## A bigger, faster, sales-oriented HERCO

Thanks to the full-featured MTE deployment of SAP Business One, HERCO has front-end sales integrated all the way back to inventory management. Since MTE provides the multi-user scale to work anywhere, HERCO field technicians are now positioned to become instant revenue generators for the company. Using the SAP Mobile Sales App, field technicians can immediately sell parts and perform repairs on-the-spot for customers. If they do not have a needed part 'on the truck', they can instantly check inventory availability via the mobile app and create follow-up appointments. They can even capture customer signatures for delivered and used parts as they provide warranty services to their customers.

Asked about the big picture for HERCO and its use of SAP Business One, Lowe sums it up this way: "It's clearly a platform for growth. We have 50% more employees than we had a year ago, and we're actively searching for more technicians and engineers." Every new hire will use SAP Business One, fully supported by Vision33.

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Vision33 ([www.vision33.com](http://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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