

Blue Ocean Systems Helps Bits Technical Turn Custom-made Computers Into A Custom-made Management System

What happens when a company that sells custom-made computers needs a custom-made solution for its own operations? In the case of Bits Technical, they turned to Blue Ocean Systems and its package of customized SAP software.

The company, with approximately two dozen employees in Houston and Dallas, Texas, and Baton Rouge, Louisiana, manufactures custom-made, low-cost computer systems and related peripherals to a



wide range of customers, from corporations and school systems to individuals, owner and founder Joanna Koong said.

But while their product and customer lists were growing, their internal management system needed its own upgrade to handle that growth, Koong said.

"We were still working with a DOS-based management system, and needed to be able to integrate our entire operations in Houston, Dallas and Baton Rouge into one customized business program," Koong said. "And after comparing integrated management systems from several companies, we decided to go with Blue Ocean Systems and SAP." Koong said the decision to choose Blue Ocean Systems and SAP came down to the personalized ser-

vice and experience Blue Ocean Systems could offer.

"Blue Ocean Systems gave us the same level of personalized service we like to give to our own customers and clients," she said. "The level of detail and attention they gave to our project convinced us we made the right choice in selecting Blue Ocean Systems and SAP."

"Blue Ocean Systems showed us they could work with us as if we (Bits Technical and Blue Ocean Systems) were one company," Koong said. "They are very knowledgeable people who understood our operation, and studied our needs, locations

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Joanna Koong, founder Bits Technical

and requirements before they even began. So it was like they were a part of our operations from beginning to end."

Koong said that feeling of being partners in the project, rather than contractor and supplier, added to the smooth transition.

"They know what they are doing, and do it at a reasonable rate," she added.

A Blue Ocean Systems Success Story...*Bits Technical*

Koong said Bits Technical needed a better control of its entire management system, from inventory through manufacturing, and from customer orders through billing and shipping.

And although Blue Ocean Systems' SAP system needed to be installed in three locations hundreds of miles from each other, "it was an easy transition," Koong said.

Starting in the fourth quarter of 2008, Bits Technical began to implement Blue

Ocean Systems' SAP solution, and had the first round of installations completed by July 2009.

"We started in Baton Rouge, Louisiana," Koong said, which went online in January 2009, followed by their Houston operations, which went live in April 2009.

"It was a quick transition to SAP," Koong noted, adding that the company's Dallas operations are just finishing up its Web site functions.

"We are now using the system for all of our needs, all in the same database" Koong said, including inventory control, accounting, ordering, purchasing, shipping, billing and other client records.

"Blue Ocean Systems definitely learned our business even before they made

their initial presentation, and could tailor their SAP solution to exactly what our company needed"

"They provided a level of experience, attention to detail and understanding of our business not usually seen in this business."

***Joanna Koong, Founder
Bits Technical***



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Koong noted that during the installation and implementation, each department at Bits Technical worked directly with a Blue Ocean Systems per-

son to ensure their specific needs and applications were addressed.

"The entire Blue Ocean Systems team was very professional

and very friendly," Koong said.

And as Bits Technical moves forward in completing its SAP installation, Koong knows her company will continue its relationship with Blue Ocean Systems.

"The level of support from Blue Ocean Systems is just one part of a great success story," Koong said. "The personal relationship between Bits Technical staff and Blue Ocean Systems staff will ensure our continued working relationship with Blue Ocean Systems."

When you find a software vendor that completes its projects on time and on budget, you know that that is a customer-client relationship that will continue to last a long time." •



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