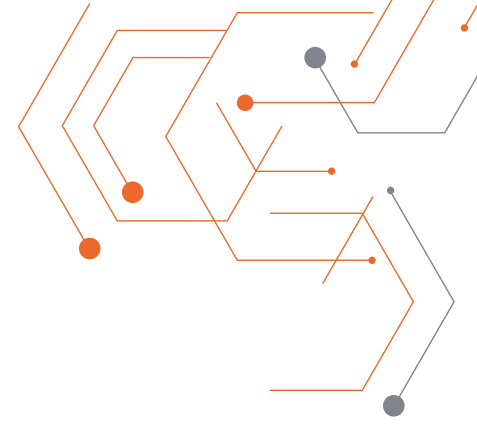




DiSmart



Acumatica: flexible and fast
solution for operations



History of DiSmart

DiSmart is a distributor of school and office supplies, bags, beauty and cleaning products, office furniture, and compostable and disposable products for mass consumption. The company was founded in 2017, in Caguas, Puerto Rico, and has a

total of 19 employees. It markets over 1,500 different products in Canada, United States, Panama, Colombia, and the Caribbean, all with their own handling and reporting requirements.

The challenge

DiSmart began its relationship with Evertec early after it was founded, with the implementation of Dynamics GP. This solution had the features they needed at the beginning, but it was time for a replacement. DiSmart was growing, so they required a more user-friendly tool that would also help reduce the lead times of their operational processes. They realized it was time to look for other options.

After receiving a message with information about the ERP systems offered by Evertec, the company decided to contact them to learn more about new alternatives that would better fit their operational needs.

DiSmart needed to reduce their lead times and make their processes easier.

Dynamics GP usability was complicated. Not only was the system not user friendly, but it operated with multiple screens running time-consuming processes. It also required connecting to a private server, which made remote access difficult.

The solution

As a technology service provider with vast experience in ERP systems, Evertec analyzed their business needs and offered the Acumatica system as the best solution for their operation. **This intuitive, cloud-based tool would give DiSmart the flexibility and speed their operation processes required.**

Acumatica's new system has streamlined the company's processes, from an average of 15 days to just 3 days. Employees have confidently welcomed the system because it is intuitive and easy to use. And since it is hosted in the cloud, they can now access their data 24/7 as well as operate and resolve issues at any time without being on site.

The previous solution did not meet the business' demands, required a private server that needed maintenance and technical support to be updated, was complicated to use, and featured lengthy processes that slowed down some of the business areas. Remote access to the system was difficult and complicated, impacting the agility that the market demands.

DiSmart began the implementation of Acumatica on December 1, 2021, and, with Evertec's support, managed to get the system up and running within one month – a record time. So, by January 3, 2022, the tool was already in place.

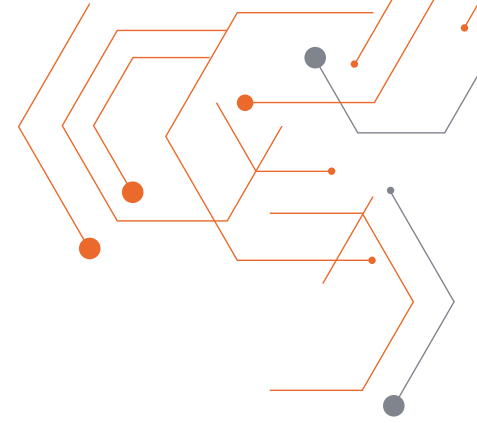
Collaborating closely with Evertec to tailor the system to DiSmart's specific needs has been invaluable throughout the implementation and operation of Acumatica.

The system's flexibility to handle deployments with tools for uploading files and images from the application became an important factor in the success and speed with which the implementation was completed.

The expertise of Evertec's technicians, some with more than 25 years of experience in ERP systems, was key in this process. All of this, combined with the knowledge they already had regarding the business structure and how the processes worked, helped them implement Acumatica in record time.

"I feel at ease and pleased with this implementation. Our employees have welcomed the Acumatica system with a lot of confidence because they find it easy to use, plus we have reduced our process lead times by up to 80%."

- Juan D. Calero, President and CEO. DiSmart LLC



Results

With Acumatica, we discovered the convenience of having software that stores information in the cloud. **We now have a full overview of the entire business operation, and everyone has access to the same data in real time.** The optimization of the business lead times has been incredible. We can now process invoices faster, something that used to be complicated and much more time-consuming. Even better, our employees use Acumatica's software with great confidence because it is very intuitive and much easier to use.

Benefits obtained

- Information in real time
- Self-manageable information for each team, so that it is immediately available and updated
- Multiple data inputs, without centralization or waiting, thanks to the multi-user, multi-management capability

The technology of the possible

We are the leading company in payment technologies for Latin America and the Caribbean, providing a wide range of collection and payment services, acquirer and issuer processing, fraud prevention and monitoring, among others.

