



## SANTEC CHEMICAL



### COMPANY PROFILE: QUICK FACTS:

- Santec is a provider of commercial cleaning products and systems, specializing in the food service, hospitality, and healthcare industries.
- The company was working with Enterprise Resource Planning software that wasn't meeting their business needs. Santec went searching for new software and a new consulting partner to implement it. They discovered that SAP Business One was the right product for them, but unfortunately the consulting firm Santec chose to work with originally did not have a sufficient understanding of the software, so when it came time for implementation, it was done incorrectly.
- After retaining and partnering with Third Wave, Santec's processes and procedures are smooth and they are getting the reports and information they were looking for at the outset of the project.
- **Industry:** Chemical Cleaning Services
- **Number of Employees:** 25-30
- **Headquarters:** Linden, NJ/ Brooklyn, NY
- **Website:**  
<http://www.santecchemical.com/>
- **Key Challenges:** Amateur Consultants—the initial implementation partner did not understand Santec's needs and the way in which the software could be configured to meet their goals. Specifically, Processes & Procedures—needed to be refined as they were requiring more efforts and energy than appropriate. Reporting—was ineffective as Santec did not have the capability to get data from their system to analyze or plan and the overall system was causing Low Morale because of disgruntled employees who were frustrated in adapting to the software.
- **Operational Benefits:** With Third Wave's expertise, Santec's software now meets their goals of being able to run their business better and smarter. Santec has established a mutual trust with Third Wave Business Systems and are now capable of getting the proper information into and out of the system.  
  
"So we're right now in a stage where the functions, procedures, and processes we do are working very smoothly."
- **Why TWBS?:** The team at Santec has been working with Consultant Steve and is "very impressed with his understanding of SAP and personally think he gets it from a business perspective".

“Right now we’re in a stage where the functions, procedures, and processes we do are working very smoothly. So everything’s going quickly and all our employees are looking back in hindsight and saying, “Yeah, we went through a difficult stretch, but it was well worth it based on making things streamlined and more efficient.”

Charles Zahler, Santec President

### **Biggest Challenge**

Santec needed their systems to support their business—to enable the business to be more nimble and to give manager and employees better information. The previous consultant had just not been up to the challenge of understanding the business and implementing software in the right way to support Santec’s needs.

“Software is about 25% of it (the solution). It is the implementation, the process of making sure things are tweaked just so, that makes software fit your specific needs. And that is extremely important”, said Charles Zahler of Santec.

Third Wave Consultant, Steve Ovadia, has been working with Santec since the start. His investment in the time to learn about Santec’s business has paid off for both Steve and Santec. Steve has the insight to provide the knowledge Santec needs and the team at Santec trusts Steve’s opinions and expertise. As Zahler says, “It all comes down to having the right experts”.

### **A Change For the Better**

Santec is now on track and feels comfortable with Third Wave. “Our hurdles were based on the previous vendor not understanding things correctly”, says Charles Zahler. Since the refinements have been made, Santec has their data under control and they can now move on to the next phase of improvement to move their business goal ahead.

### **Accountability & Transparency**

Charles Zahler of Santec knows about the importance of accountability and transparency. Zahler explains his thoughts on comparing two implementers the correct way. “When a company promises to implement a solution and the hours are lower than Third Wave’s estimate, I would ask them to list out the tasks and time to ensure they are covering all the bases.”

### **About Third Wave Business Systems**

Third Wave Business Systems  
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Third Wave Business Systems provides business management software for small-to-mid-sized companies. Their SAP Business One, Microsoft Dynamics GP and Jedox Business Intelligence solutions enable businesses to streamline their processes and obtain valuable insight into their operations. Headquartered in Wayne, NJ, Third Wave has offices serving customers in Chicago, Minneapolis, Boston, Tampa and the New York Metro Area. They have the products, services, and people to enable their customers to achieve the maximum return on their business system investment..

“Whoever you’re going to have to deal with, they have to at least be competent enough to know what they’re doing. When it comes to new implementations, you want to deal with the people that are most experienced with the software.”

