Sychem Case Study

Leading provider of disinfection, sterilisation & decontamination solutions based in Hampshire.

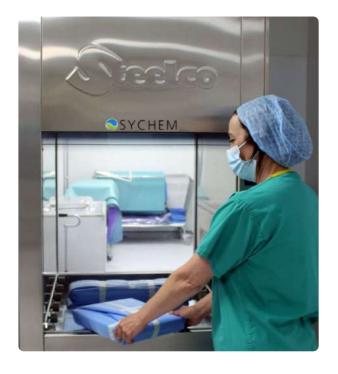| 70	Cim200	17
Employees	Solution Provided	Users

Situation

With over 40 years of experience, Sychem is an award-winning provider of sterilisation and decontamination solutions, equipment servicing, and infection control consumables. Their range of hygiene monitoring systems and chemicals support many different sectors including facility management, hospitals, dental practices, and universities.

They were previously using Sage 50 Accounts and had been using Sage 50 Manufacturing to manage their manufacturing processes. But, in 2021, Sage 50 Manufacturing was announced as end of life.

They had also experienced rapid growth so wanted their next solution to scale with them as their business grew. As well as this, they were also looking to achieve improved integration with other systems.

With all of this in mind, the Sychem team started looking for a new manufacturing software to fulfil their requirements.

Solution

Taking all of their needs and wants into consideration, it became clear that the team needed to upgrade their accounting package as well as their manufacturing software.

Sage 200 was the natural choice because of its familiarity for the team as well as the additional functionality the team were looking for: batch and serial number traceability, integration with project accounting, advanced reporting, and cost centres and departments.

With Sage 200 Manufacturing also end of life, this manufacturing software wasn't a feasible choice either.

Instead, our consultants demonstrated our Cim200 Manufacturing solution which is integrated within Sage 200 Professional. It encompasses all of the functionality they were used to in Sage 50 Manufacturing, the additional Sage 200 features as well as other advanced manufacturing functionality.

Sychem went ahead with Cim200, and in terms of the migration, Michelle had the following to say: *"Whenever you migrate to a new software it is always a bit painful but the move to Cim200 went well and Steven was great."*

Success

Sychem is currently undergoing rapid expansion and their new manufacturing system is able to support them with this. They can flexibly add new users at short notice as their teams grow, and they only need to be trained to use one core manufacturing system.

As part of their expansion, they are also looking to introduce more companies to Sage 200 across their group.

Compared to their previous solution, Michelle said that Cim200 is more convenient to use for manufacturing and projects.

As Cim200 is integrated into Sage 200, Sychem appreciates the efficiency of logging into just one piece of software, rather than multiple, to access their business-critical data.

In terms of the support and training they receive(d) from CIM, Michelle said the team are very happy with their experience and it's clear the team understand the software. If they ever have queries or issues, Michelle says they *"receive answers on the same day most days"*, meaning the Sychem team is able to work efficiently and isn't held back by slow customer service.

"At the end of 2022 and into 2023 we changed our Software from Sage 50 to Sage 200 as our manufacturing software was no longer supported and we needed a system that combined our Accounts and Manufacturing Software.

CIM came in to start the preparation and installing the software in 2022 and we successfully went live January 2023. We still have other companies to transfer over in the future. Our consultant Steven was very professional and definitely knew the software very well and I would recommend CIM for any Sage products."

Michelle, Finance Controller at Sychem

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