



CUSTOMER PROFILE

- Transitioned from Sage Accpac
- Moved to a single vendor for accounting & IT needs
- Realized 30% growth in a single year
- Improved reporting & data access
- Updated inventory & distribution procedures

TOTAL LIGHTING SALES

① THE CUSTOMER

As a leading supplier of lighting solutions to home owners, builders, contractors, electricians, and designers, Total Lighting Sales has been a bright light on the Winnipeg business landscape since 1975 and are still growing rapidly. Led by General Manager Adilia Silva and two other long-time partners since 2012, the company and its 14 employees have been customers of Prophet Business Group since 2006.

② THE CHALLENGES

Total Lighting Sales originally approached Prophet Business Group because they wanted to transition away from Sage Accpac ERP - which they'd been using for a decade - to an accounting system with more robust purchasing capabilities. They were already considering Microsoft Dynamics GP because it allowed them to tie sales and purchase orders back to specific item numbers. It was up to us at Prophet to show Total Lighting that it was just the tip of the iceberg for GP functionality.

The conversation may have started with accounting software, but there were also some IT challenges. Total Lighting didn't have a dedicated IT service provider or a reliable hardware vendor, which made building a reliable IT infrastructure almost impossible.

"We were getting stuff from everywhere," say Silva. "Basically, we always wore a Band-Aid."

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The best thing about Prophet is knowledge. And if they don't know something, they get to know it quickly.”

Adilia Silva, General Manager,
TOTAL LIGHTING

③ THE SOLUTION

The functionality of Microsoft Dynamics GP was the starting point, but it was Prophet's people – like Graham O'Bray, one of the Prophet's GP consultants - that made the real difference.

“I felt really confident with Prophet,” says Silva. “I got the sense that they would be right there with us through the entire process.”

That process started with a basic Dynamics GP implementation which quickly expanded as they got comfortable with the system and embraced new functionality. Adoption was quick, as Silva and the rest of the team were already familiar with other Microsoft products.

“A lot of the philosophy from Word and Excel translates to GP,” says Silva. “That makes it easier for training, which saves money.”

Once the Total Lighting team was comfortable with Dynamics GP and Prophet, they realized having us as a one-stop-shop for Dynamics GP and their IT needs would be beneficial from a financial and administrative perspective. Since then, we've provided workstations, servers, network services, and comprehensive tech support to support Total Lighting's growth objectives.

④ THE RESULTS

Total Lighting Sales has changed a lot since Silva started almost 25 years ago, but the most impressive change may be the 30% growth that's taken place since she and the other partners took over in 2012. There are plenty of reasons for that success, but the functionality of Dynamics GP has made an impact on the way Total Lighting Sales does business.

“The biggest benefit is the reports and everything we can get out of GP that we didn't have access to before,” said Silva.

Reporting may be the biggest benefit, but it's not the only one. Prophet is currently using our GP and IT expertise to update the way Total Lighting Sales handles inventory and distribution. Of course, the relationship goes far beyond barcodes and financial reports, which is why you can find one of Prophet's consultants – or partners – at Total Lighting at least once a week.

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