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ASSISTIVE TECHNOLOGY INDUSTRY SAGE 100 ERP

CUSTOMER TESTIMONIAL



Provide assistive technology, ergonomic, and special education products that make computers easier to use and accessible to people with disabilities.

www.infogrip.com

WALPOLE & CO.

The Walpole Information Technology Solutions team implements and supports business software for companies throughout Santa Barbara and the California Central Coast.

- QuickBooks Enterprise
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HELPING COMPANIES “GET A GRIP” ON SAGE 100

Starting in 1986 with the invention of a 7-key, one-handed keyboard based on NASA technology, Infogrip has been developing products that allow people with disabilities to access computers for over 25 years. Now offering over 1000 products, they are a one-stop shop for the assistive technology, special education, and ergonomics industries.

CHALLENGE

Infogrip had been running **Sage 100 Standard ERP** (formerly “Sage ERP MAS 90”) but things weren’t going smoothly according to Vice President, Aaron Gaston. “An acquaintance of mine originally implemented Sage 100 ERP for us. But it wasn’t set up correctly, postings were out of balance, and we weren’t trained properly. It was a complete train wreck,” says Aaron. After struggling with the system for four years, Aaron decided that there had to be a better way. “I knew we had a great tool in Sage 100 ERP and just wanted to make better use of the investment.”

SOLUTION

After conducting phone interviews with a few local Sage partners, Aaron discovered [Walpole & Co.](#) and was impressed their customer service and responsiveness. “Within an hour, Walpole was in my office,” Aaron raves. “At that point I knew we were in the right hands. I consider it a turning point for Infogrip because that was the day we got on track with Sage 100 ERP and started using it the way we should have been all along.”

RESULTS

Walpole cleaned up the technical issues, got everything back in balance, and began training the staff at Infogrip. Now, all processes are smoother and more accurate from Order Processing and Inventory Management to Reporting and financial accounting. Aaron says “The guys at Walpole really know what they’re doing and I was kicking myself wondering why we didn’t call them four years ago!”

Now that Sage 100 ERP is balanced, accurate, and reliable, Infogrip has learned a few things about their business. “Before Walpole, we never truly knew how much our products were costing us. As it turns out, there were some products that weren’t profitable and others that actually cost us money to sell. Needless to say, we’ve made the adjustments,” Aaron says.

And with Walpole’s ongoing training and customer conferences, Infogrip continues to learn and leverage their investment in technology. “There are many times that we’ve attended a free Wednesday Webcast and learned things about Sage 100 ERP that we’d otherwise have to pay for,” says Aaron. When asked if he would recommend Walpole, Aaron answers, “I’ve recommended them multiple times and will continue. They are a great company to work with.”

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