

# Client Case Study



multitrode

## Multitrode Implements Sage Manufacturing Solution From Provida

### Client Background

Multitrode, world leaders in pump station technology was founded in 1986 and is a specialist in lift station control and monitoring for water & wastewater utilities around the world. The company has offices in the USA, UK and Australia.

Multitrode design, manufacture and market Pump Station Managers, pump controllers, RTUs, liquid level sensors, liquid level relays and SCADA software.

*"I asked Provida to be MultiTrode's business partner and we engaged their services to perform an upgrade of our Sage ERP system and replace our manufacturing software. Provida's approach was professional, timely and well planned – they taught us how to manage a project. After the implementation was complete we began looking to the future. We are now planning more work for Provida taking advantage of their technical skills to make some enhancements to the system and looking forward to, in the future, implementing a web deployed version of Sage ERP to cover our existing site in the United States and newly opened site in the United Kingdom."*

Scott Clarke, Financial Controller Multitrode

### ► The Challenge

Multitrode was looking for a long term Sage Solution Provider to support its ongoing growth and so selected Provida to take their ERP system to the next level.

### ► The Provida Solution

Firstly Provida Pty Ltd was given the go ahead to implement Sage Accpac manufacturing software in Multitrode's Brisbane headquarters. Provida Managing Director Steven Rider said that "Multitrode were using another manufacturing software solution that simply wasn't supported here in Australia. Provida already has a proven track record with Multitrode so its a great vote of confidence that they have given this project the green light."

Over the next two months Provida implemented Level 1 and 2 of Sage Accpac's manufacturing solution for mid-sized businesses.

Sage Accpac manufacturing is modular, so clients purchase just the functionality required. Clients start with the core module, MRP Level 1 and then add serial/lot tracking, bin tracking, manufacturing orders, master production scheduling (MPS), bar coding, material requirements planning (MRP), shop floor control, and much more.

Provida will assist Multitrode by providing production scheduling as well as material requirements planning, manufacturing orders and serial number tracking.

### ► Achievements

Provida upgraded Multitrode's core ERP system including the Service Management module, integrated the new manufacturing system and upgraded and integrated the CRM system.

New projects included a new executive reporting system as well as an integrated worldwide CRM solution so that staff in the USA and Australia have complete customer transparency.

### At a Glance:

**Key Challenge:** replacing the legacy manufacturing system

**Key Achievement by Provida:** Integrating and upgrading Accounting, CRM, Operations, Manufacturing, CRM and Service Management

**Industry:** Manufacturing

**Solution:** Sage ERP, CRM, Manufacturing, Service Management, BI

© Copyright Provida 2009. All rights reserved.  
[www.provida.com.au](http://www.provida.com.au)

For more information about Provida, visit [www.provida.com.au](http://www.provida.com.au)

sage ACCPAC

Provida  
Empowering Business