



## SUCCESS STORY – Quality Printing Press & ABC4Office



# Epicor Helps Printing Company Make Better Informed Business Decisions



### Company Facts

- Location: Jordan
- Industry: Printing, Office Supplies
- Number of Locations: 2
- Web site: [www.abc4office.com](http://www.abc4office.com)

## Success Highlights

### Challenges and Opportunities

- Needed to reduce costs
- Goal to increase market share
- Required reliable data sources

### Epicor Solution and Services

- Epicor iScala

### Why Epicor?

- Standardize on one ERP solution across the Group

### Benefits

- Availability of the most recent data at any given time to help improve customer services
- Improved monitoring and management control, including up-to-date and faster financial reporting
- Improved stock control and inventory reports

“We can thoroughly recommend Epicor to other organizations with similar challenges.”

Suzan F. Bakleh, IT Supervisor

ABC4Office is Nuqul's latest business venture, developed as an associate company of Quality Printing Press (QPP), Jordan's leading manufacturer of office paper. Their mission is very clear: to become the leading B2B office products supplier in Jordan and the MENA region. Both companies now use enterprise resource planning (ERP) solutions developed by Epicor Software Corporation.

With an unrivalled range of products, new standards of speed and quality of service and Jordan's first comprehensive office products catalogue and internet shop – QPP and ABC4Office aim is to maximize office efficiency and minimize office costs.

The Nuqul Group is a conglomerate of 30 companies, established in 1952 and today they are one of the leading industrial Groups in the Middle East and North Africa.

Best known for its manufacturing and conversion of hygienic paper products, it also covers non-woven fabrics, meat processing, aluminium profiles, ready-mix concrete, polyurethane foam, mattresses, paper supplies and printed packaging materials. It also holds car dealership for international brands in Jordan.

### About Epicor

Epicor is a global leader delivering business software solutions to the manufacturing, distribution, retail, hospitality and services industries. Founded in 1984, Epicor serves 20,000 customers in more than 150 countries, providing solutions in over 30 languages.



### Increase market share and reduce costs

The everyday business challenges that QPP and ABC4Office experience include reducing costs to cope with the current economic climate, while at the same time try to increase their regional market share.

In order for the companies to do so, they need access to reliable and accurate business data that business decisions can be based on. Being able to view the latest figures from across the organization, from production through to sales and delivery, is important to all managers who need to make the right decisions at the right time.

Prior to implementing a new ERP solution, Quality Printing Press and ABC4Office were using a set of internally developed applications that were not fully integrated

"We were only able to retrieve financial data about the business on a monthly basis after each month had closed in the accounting system. This wasn't good enough to support a growing business. We had to find a reliable and integrated ERP system that could not only gather data securely and accurately but also be able to give us speedy access to reports whenever we need them," says Suzan F. Bakleh, IT Supervisor, Quality Printing Press. "We chose Epicor iScala because this is the Group standard and it would make it easy for us to integrate with the Group processes and reporting requirements."

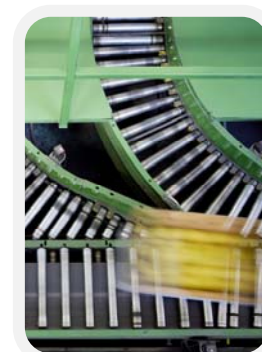
### Business benefits of running an integrated system

QPP and ABC4Office are running Epicor iScala for their entire business operation, from accounts through purchasing and sales, to manufacturing and stock control processes. They also use the customer relationship management processes as well as Crystal Reports to generate reports to support decision making.

"This set up has enabled us to get speedy access to accurate and reliable data, meeting the goal that we set in the beginning of the project," says Bakleh. "We have also experienced a range of other control and monitoring related business benefits after implementing Epicor."

These business benefits cover the following areas:

- Proper costing and accurate cost centers - which positively affected pricing policies
- Better control and analysis of accounts receivables and aging reports
- Improved view of daily sales and daily production reports
- Better stock control and inventory reports (quantity and value)
- Successful elimination of cash van sales
- Production orders can be closed immediately once the quantity ordered is finished from the production process
- Financial reports (manufacturing, stock value, etc.) can be sent to head office on or even before due date in some instances



Bakleh concludes, "Having constant access to suppliers' and customers' data has helped us improve customer services, make better informed business decisions, and it helps us plan better for future growth on a month-by-month basis. We can thoroughly recommend Epicor to other organizations with similar challenges."



**Worldwide Headquarters**  
18200 Von Karman Avenue,  
Ste. 1000  
Irvine, California 92612 USA  
Toll Free: +1.800.999.1809  
Phone: +1.949.585.4000  
www.epicor.com

**Latin America and Caribbean**  
Blvd. Antonio L. Rodriguez #1882  
Int. 104  
Monterrey, Nuevo Leon, CP 64650  
Mexico  
Phone: +52.81.1551.7100  
Fax: +52.81.1551.7117

**Europe, Middle East and Africa**  
No. 1 The Arena  
Downshire Way  
Bracknell, Berkshire RG12 1PU  
United Kingdom  
Phone: +44.1344.468.468  
Fax: +44.1344.468.010

**Asia**  
238A Thomson Road #23-06  
Novena Square Tower A  
Singapore 307684  
Singapore  
Phone: +65.6333.8121  
Fax: +65.6333.8131

**Australia and New Zealand**  
Level 34  
101 Miller Street  
North Sydney NSW 2060  
Australia  
Phone: +61.2.9927.6200  
Fax: +61.2.9956.8976