

# Customer Success Story



[www.biscocanada.com](http://www.biscocanada.com)

Bisco Dental Products has offices in British Columbia, Illinois, and South Korea, and is recognized as a world leader in adhesive technology. Bisco has also performed extensive biomaterials research to develop a line of composite compounds, designed for every resin restorative procedure in aesthetic dentistry. Bisco provides only the highest quality products that exceed the most demanding aesthetic standards.



THE ANSWER COMPANY

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The Answer Company has installed, customized, supported, and provided training for businesses across North America since 1994. Its experienced technical team works with clients from project assessment through systems implementation and beyond, evaluating business processes and recommending the most appropriate solutions. The Answer Company's consultants, technical staff, installation experts and trainers are all committed to providing excellent customer service.

## Bisco Dental Products: Helping Science and Art Work Together

RICHMOND, BC - Dentists and oral surgeons often need to solve complicated problems, bringing appearance, function, and comfort together for patients who need restorative work on their teeth. Since 1991, Bisco Dental Products' modern adhesives, composite materials, and instruments have helped dental professionals balance the art and science of dentistry for the benefit of their patients. After more than twelve years in business, Bisco wanted to be sure that its financial systems remained as up-to-date as the products it sells, so that it could continue to serve its customers well.

### The Challenge: Slow and Difficult Accounting Software

"Our old accounting system, Great Plains, was slow and difficult to work with," said Chris Chung, Bisco Canada's Marketing Manager. "It was not very user friendly."

In addition to less than the optimal speed and usability needed by Bisco staff, the old accounting software didn't generate the kinds of reports needed for marketing and business development. Nor did it provide the quick look-ups they wanted to help their customers with accounting questions.

"We also wanted something to integrate with our customer relationship management program, ACT!" said Chung.

### The Solution: MAS 90 Accounting Software and The Answer Company

Bisco contacted The Answer Company, a Canadian consulting firm with over a decade of experience, to help find a new accounting system, customize it for their business, train Bisco staff how to use it, and provide support for it after it was installed.

The options available included packages from Microsoft and Simply Accounting, but in the end The Answer Company recommended Sage Software's MAS 90, a well respected core accounting package that is also fully expandable with user-defined fields, automated data import and export, and third-party add-ons.

"We chose MAS 90 because it is very user friendly, it's affordable, and it was able to integrate with ACT!" said Chung. MAS 90 was a particularly appropriate choice because Sage Software also makes ACT!, and the two products are designed to work together.

### The Benefits: Better Integration, More Useful Information

Once The Answer Company set up MAS 90 to fit Bisco's business iprocesses, Chung knew they had made the right decision. "MAS 90's Business Insights function allowed us to have a quick snapshot of all the financials, and to maintain better relationships with our customers," he said. "MAS 90 has provided what we were looking for in a new accounting program."

Changing to a new software application in an important business operation such as accounting can be tricky, but The Answer Company's team demonstrated their experience by making the transition a smooth one for Bisco.

"The Answer Company provided excellent implementation, training, and service in our search for and implementation of a suitable accounting program," said Chung. "We found a cost-effective solution to address our challenges. We also found a company that is a pleasure to deal with, from start to finish."