



## BAASS Delivers Five Star Solution

### A Sage Accpac ERP Success Story

#### Customer Information:

*Best Western Lamplighter Inn*

Headquarters:

*London, Ontario*

Industry:

*Hospitality*

Web Site:

*www.lamplighterinn.ca*

Sage Software:

*Sage Accpac ERP*

*SageCRM*

*Manusonic HandPunch*

*Manusonic SonicClock*

*“Sage Accpac has worked so well for us for so long because it continually evolves and adapts to our business. Every release introduces something new and better. We are reaping the benefits of Sage’s continual investment in the product.”*

The Best Western Lamplighter Inn and Conference Centre of London, Ontario is widely considered the most elegant conference center in Southwestern Ontario, serving as a spectacular setting for meetings, conferences, and weddings. The hotel’s amenities include a waterslide, exercise room, and 172 beautifully appointed rooms. For nearly 20 years, the hotel has relied on Sage Accpac ERP and the team at BAASS to ensure its business operations run with precision accuracy.

#### Long-Term Partnership

“Sage Accpac has worked so well for us for so long because it continually evolves and adapts to our business,” says Helen Schols, controller for the Best Western Lamplighter Inn. “Every release introduces something new and better. We are reaping the benefits of Sage’s continual investment in the product.”

For as long as the hotel has used Sage Accpac, BAASS has been a trusted partner in the hotel’s operations, providing Lamplighter Inn with service, training, and advice.

#### Revamping Time And Attendance

The hotel had always handled its time and attendance functions manually. Employees filled out paper timecards and turned them into supervisors for approval. The supervisors would then turn the timecards over to the payroll department for data entry. This redundant and inefficient process became increasingly difficult to manage as the hotel’s staff grew to nearly 300 employees. The Lamplighter Inn turned to BAASS for assistance. BAASS partnered with Manusonic, a premier provider of workforce management solutions.

“The company produces time and attendance



hardware and software that integrates with Sage Accpac,” explains Schols.

Lamplighter Inn decided on a biometric time clock system to eliminate the possibility of *buddy-punching*. As employees clock in or out, they place their hand on a terminal that captures a three-dimensional image of the hand and verifies identity with unparalleled accuracy. “The hand punch system has been very well received by our staff,” Schols says. “It feels less intrusive than a fingerprint system, yet has the security we were looking for.”

Hotel employees often split their time between various departments, such as housekeeping and maintenance. To enable the hotel to track labour costs by department, Manusonic added touch screen terminals to each time station, allowing employees to select the department they are working in.

#### Better Inventory Control

The Sage Accpac Inventory Control module is an ideal solution for managing the hotel’s in-

**About  
BAASS Business Solutions Inc.**

BAASS is a full-service technology consulting firm with over 20 years experience in providing quality products, services, and support to clients in a number of industries across Southern Ontario. Industry recognitions include being ranked in Accounting World's Top 100 VARs, Accounting Technology Magazine's Pacesetters Award, and two consecutive Business Partner of the Year recognitions from Sage.

With a complete team of certified IT and e-Business consultants, BAASS offers a comprehensive line of services, from needs consultation and network setup, to software training and technical support in accounting, CRM, e-business, EDI, software customization and web solutions, specializing in Sage Accpac and Microsoft Dynamics NAV products.

**Thornhill** 905.660.1285  
905.660.3823 Fax

**Toronto** 416.317.8400  
416.410.5753 Fax

**Burlington** 905.634.8444  
905.634.9100 Fax

**London** 519.936.7991  
519.438.7982 Fax

**Mississauga** 905.629.6678  
416.410.5753 Fax

**Montreal** 514.773.1220

**Barrie** 705.717.4909

**Toll Free:**  
General 888.650.5544  
Sales 866.260.5302  
Help Desk 877.462.3648  
U.S. 866.646.8651

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

*"We really enjoy working with BAASS. They know their products and we know we can trust their advice."*

ventory of alcoholic beverages. BAASS showed the hotel how they could set up separate warehouse locations in the software for each area of the hotel where alcohol is stored or used, such as the restaurants, lounge, and banquet facilities. To maintain stocking levels in each location, inventory transfers are performed out of the stocking warehouse.

"We perform physical counts using Sage Accpac and record both full and partial bottles," Schols says. "By keeping such tight control, we reduced shrinkage."

#### Consolidated Financial Statements

The Lamplighter Inn's parent company, Viscount Properties, manages 20 other subsidiary companies using Sage Accpac. To efficiently generate consolidated financial statements for the entire organization, Schols utilizes the G/L Consolidations module.

The G/L Consolidations module allows her to transfer and merge General Ledger account and transaction information between separate company and branch office locations, even when those subsidiaries are not running Sage Accpac on the same network or accounting database. Schols can define the level of detail to consolidate and a

comprehensive audit trail provides a detailed record of the transactions.

Within her own organization, Schols relies on the Financial Reporter tool to give managers the information they need to make informed decisions. "Custom reports are very easy to develop and budgeting is streamlined and efficient," she says.

#### No Reservations

Currently, BAASS is implementing the Sage Accpac CRM module for Lamplighter Inn. SageCRM includes a built-in productivity tool called the Collections Tab that the hotel plans to use to help it stay on top of collection of receivables. When the tab is accessed, a default pipeline is displayed, along with the numeric aging summary, providing an instant picture of how effective the hotel has been collecting money due from its customers. "Collections are an inevitable part of the business, so tools that help the process are very welcome," notes Schols. The hotel also plans to make use of the marketing capabilities of SageCRM to promote its facilities.

"We really enjoy working with BAASS," concludes Schols. "They know their products and we know we can trust their advice."



478 Central Avenue  
London, Ontario, Canada, N6B 2G1

519-936-7991  
519-438-7982 Fax

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

