

CASE STUDY

Globally Scalable ERP System for Australian Dental Hygiene product manufacturer

TSG implements Sage X3 for Dr Mark's HyGenie's Australian and global operations



Dr Mark's HyGenie markets and distributes dental hygiene products through online and other distribution channels. Operations span Australia, North America, and Europe. The Sage X3 system is integrated with online order booking, payment processing and goods distribution.

Integrated system for seamless order to the distribution process

Dr Mark's HyGenie needed an intuitive and integrated ERP system for online orders, payments, and customer shipments.

The key pre-qualification points were:

- Provide a simple and efficient system requiring very little technical knowledge.
- As a start-up, the cost was a key consideration and the solution should fit the budget.
- Integrate all operations - Order-booking through an e-commerce store, payments processing and warehouse distribution activities.

TSG delivered an end to end globally replicable ERP

Dr Mark's HyGenie chose Sage X3, after exploring other systems. TSG understood the needs and implemented an easy to use, globally integrated system for processing sales orders, payments, and customer deliveries.

“ Thanks to customisations made by Turnaround Services Global, Sage X3 has allowed us to automate our entire ecommerce sales process. ”

Steve Plakotaris
CEO and
Managing Director
Dr Mark's HyGenie

First sales order processed through Sage X3

TSG implemented an integrated Sage ERP system that went operational in 2019, to process the first sales order to the customer.

“ For us it was key to integrating website orders with payments before triggering the distribution centre to make deliveries to customers. ”

Philip Wass
Director – Finance
Dr Mark's HyGenie

What worked to Sage's advantage?

- Capability to scale along with our worldwide expansion plans
- Flexible software architecture for current and future integrations
- Responsive and knowledgeable implementation partner

“ Sage X3 has helped us cut down the time we spend on manual processes by the equivalent of one day per week. ”

Steve Plakotaris
CEO and
Managing Director
Dr Mark's HyGenie



Sydney

Level 9
84, Pitt Street
Sydney, NSW 2000
☎ +61 2 8001 6649

119 Willoughby Road
Crows Nest
NSW 2065
☎ +61 2 8001 6649

Perth

78 Mallard Way
Cannington
WA 6107
☎ +61 8 6444 1740



Revive • Refine • Refresh

www.tsglobal.com.au