



# Alpine Power Systems Simplified Workflows, Improved Communication & Accountability With SYNC

Commercient SYNC Integrates Sage 100 & Salesforce Professional



**BACKUP POWER**



**TELECOM**



**MOTIVE POWER**



**CABLE**



Alpine Power Systems, established in 1963, is an independent B2B global solution provider specializing in backup power, telecom, cable, and motive power solutions. Alpine has expanded operations to become one of the largest independent organizations in the industry. Alpine is a profitable and growing company supplying numerous Fortune 1000 companies. Alpine Power Systems is an ISO 9001:2015 Quality, ISO 14001 Environmental, & ISO 45001:2018 Certified.

<b>LOCATION</b>	<i>Redford, Michigan</i>
<b>EMPLOYEES</b>	<i>200+</i>
<b>INDUSTRY</b>	<i>Telecommunications</i>
<b>Customer Business Model (B2B, B2C, or Both)</b>	<i>B2B</i>
<b>SOLUTION(S)</b>	<i>Commercient SYNC</i>
<b>ERP &amp; CRM</b>	<i>Sage 100 &amp; Salesforce Professional</i>
<b>GO LIVE DATE</b>	<i>2017</i>

CHALLENGES	SOLUTIONS	RESULTS
Move away from the use of 3 different software systems	Salesforce Professional, the leading CRM in the world	Alpine Power Systems streamlined their order processing system, sales, and customer service
Sage 100 and Salesforce data remained siloed	Commercient SYNC, the #1 data integration platform for sales	Employees are on the same page now regarding customer information and other important data
Improve workflows by removing the need for double data entry	Phase 2 CRM to ERP SYNC	Access to more data than ever, smoother workflows, and better accountability and communication

### Notes & Results

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- **Alpine Power Systems has become one of the largest independent telecommunications companies in the industry.** To manage their operations and finance, they utilize **Sage 100**.
- The company leveraged **Salesforce Professional, the top cloud-based CRM in the world, to streamline sales** and replace the use of three different systems. It also helped to **improve quoting customers and increased accountability and efficiency** in order processing, sales, and customer service.
- Alpine Power Systems needed important data integrated from Sage 100 to Salesforce, such as part numbers, quantities, customer information, etc. They **chose Commerciant SYNC, the #1 data integration platform for sales, to accomplish that goal.**

### Notes & Results

- With **Commercient SYNC**, **Alpine Power Systems' sales team can access Sage 100 data directly within Salesforce Professional**, helping to give a better view of accounts, open invoices, and orders. This data includes **customer information, customer accounting record, invoicing information, and much more.**
- **“SYNC removes a huge amount of double work for us.** With the data coming from Sage into Salesforce, **it ties everything together,”** explained Ryan Cox, Director of Finance at Alpine Power Systems.
- **New accounts, quotes, and contacts created in Salesforce are SYNC'd to Sage 100,** saving time. From there, customers can be invoiced.
- **“SYNC helps end the need for double entry when processing won quotes, sales orders, and invoicing,”** said Cox. **“It has allowed us to capture a lot of useful data for both the sales and service teams, and it helps the accounting team, too.”**

## ABOUT COMMERCIENT



Commercient SYNC makes ERP and CRM data integration simple, quick, and efficient. Over the years we've helped companies of all sizes integrate their ERP data with their CRM system, helping businesses become more efficient.

**Our SYNC integration has grown to over 65 systems**, including Sage, QuickBooks, Acumatica, Epicor, SAP, SYSPRO and many others. With our ERP and CRM integrations, your data is synced to both systems in real time without the need for manual data entry, or the risk of human errors.

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