

# Cosmic Fashion Options achieves quick ROI with SYSPRO 8

CASE STUDY

## At a Glance

### ORGANIZATION

Cosmic Fashion Options



### REGION

South Africa

### KEY CHALLENGE

Reduce system upgrade costs and improve operational efficiency and reporting.

### KEY BENEFIT

Reduced costs, increased productivity, and enhanced efficiencies

### INDUSTRY

Apparel and Accessories

### END USER MARKET

Retail

### SOLUTION

SYSPRO 8

## Customer Profile

Founded by the Thompson family in 1986, Cosmic Fashion Accessories has become one of the strongest growing companies in the global wholesale accessories market. The company has expanded from a mere 5 members at inception to a now total of over 250 staff nationwide. This includes the acquisition of new buyers and designers who have added yet another edge to the company's expertise. The company's ability now, not only to bring the trends from the streets of London, Milan, Paris, New York to the South African consumer, but also embraces the local talent and incorporates the unbelievable capacity of our young designers to assimilate global trends, with a flare of difference. Thus, creating one of South Africa's most dynamic and creative, fast paced fashion accessory houses in the world.

## The Business Challenge

Over the years, Cosmic required significant Syspro tailoring to accommodate its unique operational processes. Thus, as Cosmic grew and its operational processes became more extensive and more complicated, the company needed to contain the costs of converting its extensive add-on packages and customized programs with each upgrade.

## The Solution

SYSPRO 8 provided Cosmic Fashion Accessories with a single platform, which incorporates the conversions of its specialized add-on programs, enabling the company to perform customizations as and when required. Furthermore, the company's operational efficiency, reporting and system synchronization across corporate sections improved immeasurably.

## The Outcome

The upgrade to SYSPRO 8 has seen Cosmic Fashion Accessories substantially reduce costs, increase productivity and enhance operational efficiencies.

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*In the past, we had to budget R1 million for each upgrade to accommodate the conversion of all the customized programs and add-ons which cater for our specialized requirements. With SYSPRO 8, those conversions can now be done for R150 000 and that includes any further changes we might need to make after the upgrade.”*

**- Karen Magill** – CFO, Cosmic Fashion Accessories

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## Specializing for success

Cosmic Fashion Accessories dominates the South African hair accessory category of the market, managing about six kilometers of retail space in major chain stores such as Pick 'n Pay, DisChem, Spar, Game and ToysRUs. Since 2005, Cosmic has used SYSPRO together with a high number of customized programs. Such programs allow for end user tailoring and the capacity to be malleable to the needs of their Business to Business customer relations.

Karen Magill, CFO of Cosmic Fashion Accessories, says: "We manage about 3,000 SKUs (Stock Keeping Units) at any given point in time, and they are all linked to different customer price lists. This means that 3,000 SKUs can turn into 30,000-line items because each has an article listed against it, and it goes per store. SYSPRO is the only system that has been successful in managing our massive database and has assisted us significantly over the years. We use SYSPRO to run all our operations."

The migration from SYSPRO 6 to SYSPRO 8 was completed in two months, with Cosmic's staff experiencing a smooth transition and enjoying benefits such as the easy-to-use search feature and the ability to write their own reports. After only five days of training, all the company's SYSPRO users were up and running on the system within a week without encountering any difficulties.

"Normandy Computer Services, our SYSPRO partner, has an in-depth understanding of our business and is always there to support us," Magill says. "All we have to do is explain our objectives, and they will find a solution and do any customization necessary in SYSPRO to help us achieve our goals."

## Reaping tangible rewards

In a short period of time, Cosmic has begun reaping the rewards of the benefits offered by SYSPRO 8.

According to Rob Thompson (Managing Director), the decision to upgrade from SYSPRO 6 to SYSPRO 8 was based on a need to move away from the prohibitive costs of converting its customized add-ons every time an upgrade was required. With SYSPRO 8, the company now has a platform which makes those conversions unnecessary.

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Commenting on the massive improvement in productivity, Kim Thompson (Director) says Cosmic introduces new trends for ladies and children every two months, each of which contains 100 listings. Before SYSPRO 8 was implemented, capturing those listings manually took around four hours as item codes needed to be created, and purchase orders raised for each supplier. Today, this task is completed in 30 minutes. "We run a Volkswagen size company with Porche engine" Kim elaborates.

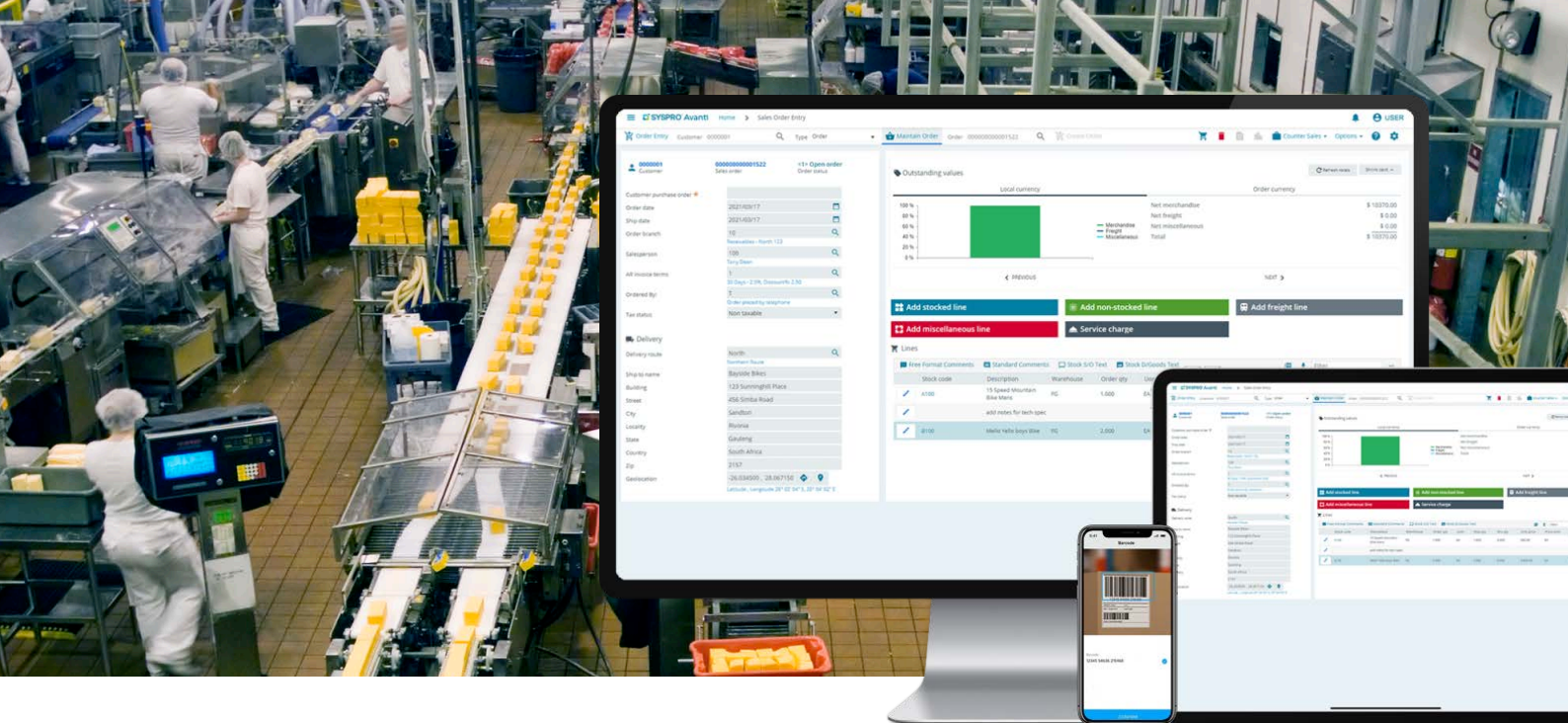
## The road ahead

Cosmic Fashion Accessories plans to use SYSPRO as its exclusive customization platform and integrate it with its retail customers' own solutions. This would mean that, instead of processing orders manually, they could be pulled in from the retailers' systems to SYSPRO.

The company has also teamed up with Skynamo, the field sales management software company, for its sales and merchandising operations. This will save days each month by enabling variances to be identified before pulling orders through into SYSPRO. SYSPRO'S EDI synchronization capacity allows Cosmic to transfer, store and manage thousands of SKU's their supply chain and their images in a seamless approach to wholesale. Together with the SYSPRO team this company has truly created the Porche of its category!







## About Normandy Computer Services

Normandy Computer Services has been registered with SYSPRO as a value-added partner since 1992, from sale, design, implementation, training and ongoing onsite and remote support of SYSPRO and other IT services. With many years of combined SYSPRO experience their team is proficient at tailoring SYSPRO to the client's specific needs.

The computer industry is dynamic, and they ensure that their consultants are always up to speed with SYSPRO functionality. Normandy Computer Services is part of the SYSPRO partner-up program and we ensure that all consultants do the certifications to ensure that they are up to speed with the functionality available within the SYSPRO product.

## About SYSPRO

SYSPRO is a leading, global Enterprise Resource Planning (ERP) software provider, specializing in key manufacturing and distribution industries. Our Industry-built solutions and services are designed to make things possible.

SYSPRO's ERP solution empowers customers to take the next step – whether it is expanding into new territories, adding new product lines, transforming business processes, or driving innovation. Through our ERP software, customers gain access to solutions, processes, and tools to assist in the management of data for key business insights and informed decision making. The solution is scalable and can be deployed in the cloud, on-premise, or both, and accessed via the web on any device to provide customers with choice and flexibility.

As a trusted advisor, SYSPRO remains focused on the success of partners and customers. With a strong commitment to channel partner growth, SYSPRO customers are backed by a team of global experts that drive maximum value out of IT systems and business solutions. We are committed to addressing the unique needs of our customers, enabling them to easily adapt and remain resilient. Our evolving solutions are aligned with industry trends and leverage emerging technologies that will enable partners and customers to secure a digital future and to gain a competitive advantage.

Learn more about SYSPRO's solutions for manufacturers and distributors  
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