



Home | News | Products | Services | Solutions | About IBM

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Search in AS/400

Servers

AS/400 Home

My AS/400 Site

News

USA Case Studies

USA Solutions

USA Benchmarks

USA Product

Overview

Canada Case

Studies

Canada Solutions

Canada

Benchmarks

Canada Product

Overview

Asia Pacific Case

Studies

Asia Pacific

Solutions

Asia Pacific

Benchmarks

Asia Pacific Product

Overview

AS/400 Business

Partners

Library



Transport Herve Lemieux and SIA Together on the Highway to Success

To meet the challenges of the year 2000 and beyond, Transport Herve Lemieux decided to modernize its information system. According to Marc-Andre Belisle, Controller, the primary objective was to evolve the company's use of technology to satisfy its new business needs - integrated warehousing and transportation and improved dispatching - in a time frame that would enable the company to meet its business objectives.

Herve Lemieux: A Dynamic Enterprise

Founded in 1947, Transport Herve Lemieux is a family-owned transportation and warehousing business specializing in local and long-distance full load hauling. The company has built its success and reputation on quality, personalized customer service. Serving Quebec, Ontario, the Maritimes and New England, Transport Herve Lemieux employs 170 people and offers value-added services such as warehousing and cross-docking.

In Pursuit of Excellence

Transport Herve Lemieux needed a flexible and efficient information system in order to continue its tradition of expertise and satisfying customers every needs well into the 21st century. The key characteristics of the ideal system were well defined: an integrated database for the Transportation and Warehousing divisions, automated dispatching and cost accounting.

Several months were spent searching for a software package for the Transportation division and studying various proposals. In the meantime, the creation of the Warehousing division redefined the company's needs, necessitating an integration of the company's two divisions. None of the proposed software packages were able to offer that integration.

Common Sense and the AS/400: A Timely Solution

Time was flying - it was January 22, 1996 and the system had to be up and running by March 15. A major new customer was to start distribution and the warehouse had to be fully operational. Mr. Irving Shaw, Warehouse Manager, decided to call SIA, whom he had known since 1985. Finally, after months of study and research, a solution was in sight. Mr. Ross Salvo, President of SIA, promised the rapid implementation of a solution suited to Transport Herve Lemieux's needs, and all this at a lower price than the competition.

The solution is Common Sense, a software package that runs on the IBM AS/400 and is affordable for small and medium sized businesses. According to Mr. Shaw, Common Sense and the AS/400 offer new possibilities previously thought unimaginable. The flexibility and scalability of this combination supports continuous improvements to satisfy customers changing needs.

Common Sense gives users better control and improves the efficiency of their operations: the system easily handles cost accounting and, through the integration of FAX/400, supports the faxing of customer order confirmations and other documents. Furthermore, the system is integrated with AFP for forms printing using predefined forms overlays.

Common Sense also takes advantage of the AS/400's relational database; queries are fast, and reports are flexible, improving management analysis. The benefits are self-evident: time savings and improved productivity, two qualities highly valued by today's business leaders. "With the AS/400, I can produce reports in five minutes that used to take me two days to prepare"... at Transport Herve Lemieux, the reputation of IBM and the AS/400 are well known" affirms Messrs. Belisle and Shaw.

SIA: On the Leading Edge

Understanding and satisfying customers needs are two qualities that SIA and Transport Herve Lemieux have in common. The partnership between these two organizations got off to a great start. From the outset, the SIA team put everyone at Transport Herve Lemieux at ease: "At SIA, creativity is ever present in the development of solutions" say Messrs. Lemieux and Belisle, Vice President and Controller, respectively. SIA addresses not only today's needs, but tomorrow's as well.

Lemieux and SIA: A Strong and Effective Partnership

Thanks to close collaboration and sustained efforts, SIA has succeeded in developing a system perfectly suited to Transport Herve Lemieux's needs. According to Mr. Shaw, the partnership is on the right track and will last a long time. SIA informs its customers of advances in information technology and never hesitates to offer suggestions for improving business processes. "We truly believe that SIA is well ahead of all the others", observes M. Belisle.

In less than eight weeks, SIA was able to implement most of the systems modules and train Transport Herve Lemieux's personnel. The positive effects are already visible. Thanks to Common Sense, SIA and IBM, all the pieces fit together: efficient marketing, a level of customer service that reflects the long tradition of the company and a system ready to evolve to support Transport Herve Lemieux's continued growth.

If, like Transport Herve Lemieux, you wish to be at the forefront and get onto the highway to success, please feel free to contact SIA at the address below.

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