



# Esthetique & Electrolyse Canada increased their productivity with B1 iPayment

## COMPANY NAME

Esthetique & Electrolyse Canada

## EMPLOYEES

25

## WEBSITE

[www.eecinc.ca](http://www.eecinc.ca)

## INDUSTRY

Personal Care Import and Distribution

## BOYUM SOLUTIONS

B1 iPayment

## FEATURED PARTNER

Forgestik

Esthétique Électrolyse Canada's mission is to put its expertise, experience, passion, and knowledge in the import, manufacture, and distribution of products to enable beauty professionals to offer superior services. Esthétique Électrolyse Canada has been a distributor of aesthetic products and equipment since 1990. They distribute more than 6000 products and more than 175 brands.



## Customer Challenges

- We prepared orders into a delivery note and kept them on standby until invoicing was complete to release the order, which caused significant time wasted.
- Had a massive stand-by area with boxes.
- Decrease in customer satisfaction because of the increase in our shipping delays.
- New Credit Card security law in Canada force us to comply with the new regulation.



## Solution

- 100% Integration with SAP Business One
- Complete and automated payment process and the capture pre-approvals within SAP Business One was what we were looking for in the solution.



## Results

- Pre-authorization of credit cards at the Order processing.
- A robot is now invoicing, and B1 iPayment is capturing all transactions at the end of the day.
- Huge saving in time and avoiding accounting typo mistakes.
- No more standby zone in shipping; 99.9% of orders are now shipped on time.

*"OUR CUSTOMER SATISFACTION INCREASED AS WE CAN UPDATE CREDIT CARD INFORMATION AND PROCESS PAYMENT WITHOUT HAGGING THEM ON THE PHONE. AND OUR STAFF SATISFACTION INCREASED AS THEY CAN SPEND MORE TIME ON HIGH-VALUE TASKS."*

Pascal Brien / General manager

