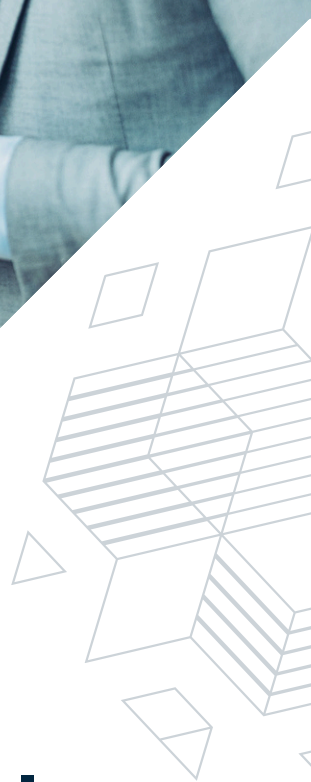




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Customer Case Study: Canadian Spa Company Maximizes Business Central with WebSan



The Company

Canadian Spa Company is a leading hot tub manufacturer and wholesaler, selling products through major retailers, independent stores, and directly to consumers. With multiple sales channels and entities in Canada, the U.S., and the UK, the company manages customer service, deliveries, and marketing in-house, ensuring a seamless experience for its customers.

The Challenge

Before leveraging Microsoft Dynamics 365 Business Central with WebSan Solutions, Canadian Spa Company faced several operational hurdles:

- Employees worked in silos, each relying on different software systems.
- Collaboration was difficult, leading to inefficiencies in purchasing, inventory management, and customer service.
- Purchasing decisions were inconsistent, making it hard to scale and plan effectively.
- The company frequently had too much or too little inventory, impacting cash flow and operations.
- Overspending occurred due to a lack of visibility into financial targets.
- Customer service operations were not unified, leading to fragmented experiences for clients.

With critical knowledge concentrated among a few individuals, it became clear that the company needed a scalable, centralized solution to sustain its growth.

The Solution

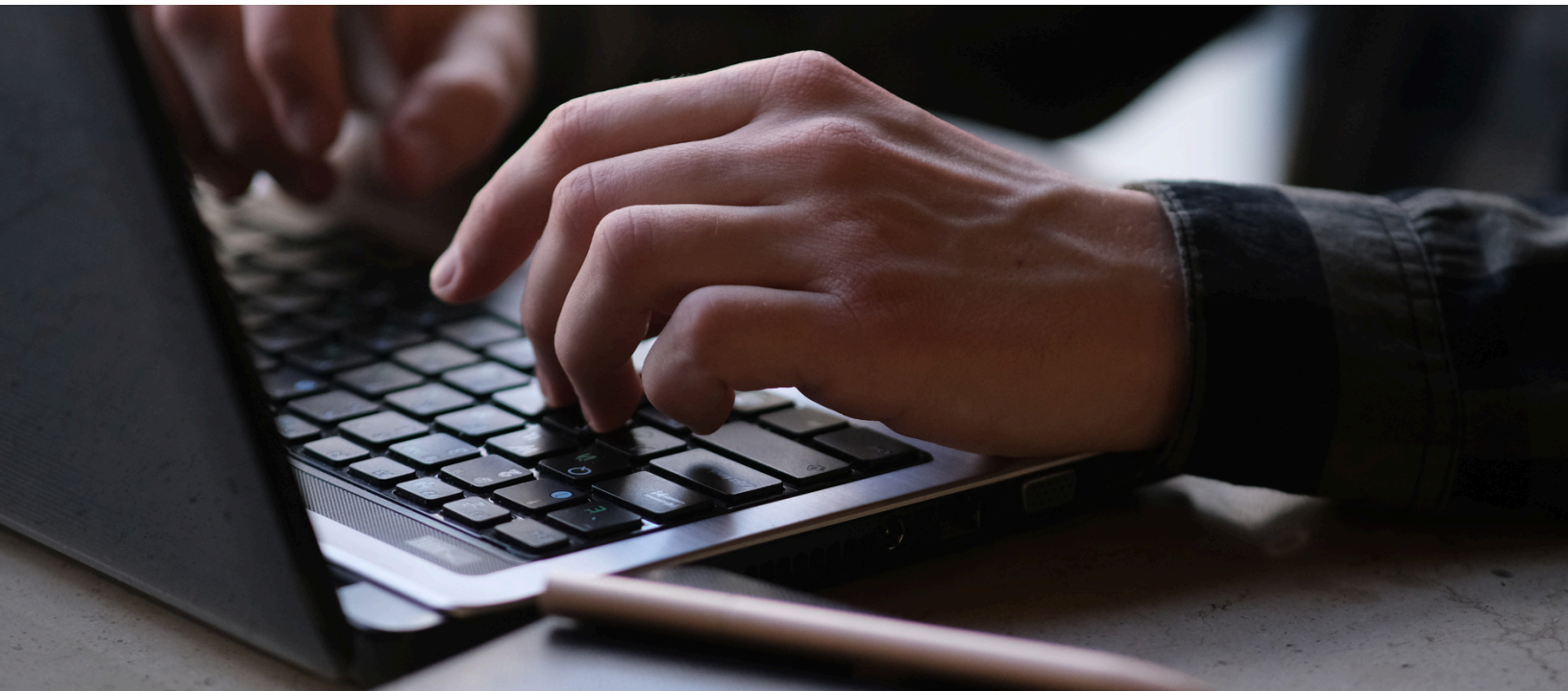
After struggling with an initial implementation from another provider that didn't fully meet their needs, Canadian Spa Company turned to WebSan Solutions.

Why Microsoft Dynamics 365 Business Central?

- A comprehensive ERP platform that could integrate multiple functions under one unified system.
- The ability to scale efficiently and automate processes without relying on manual workarounds.
- Cost savings by eliminating the need for multiple software solutions.

Why WebSan Solutions?

- Extensive knowledge showcased in their YouTube videos, which provided confidence in their expertise.
- A consultative, non-pushy approach that focused on solutions rather than sales.
- A flexible, no-overhead implementation model, ensuring the company could scale at its own pace.



Implementation Process

Although Canadian Spa Company had already implemented Business Central with another provider, WebSan played a crucial role in enhancing and optimizing their use of the system:

- WebSan tailored Business Central to meet specific operational needs, ensuring smoother workflows.
- They provided insightful training and guidance, reducing the time and resources required for system updates and changes.
- Custom apps developed by WebSan, such as the Inbound Container Handling app, were integrated to improve efficiency in tracking overseas shipments. This app allowed the company to streamline supply chain visibility and improve container tracking, reducing delays and inefficiencies.
- Instead of a rigid, time-consuming implementation, WebSan allowed Canadian Spa Company to adopt new features at their own pace, helping them expand into new revenue opportunities without disrupting daily operations.

The Benefits

Since optimizing their Business Central implementation with WebSan, Canadian Spa Company has achieved significant business and operational improvements:

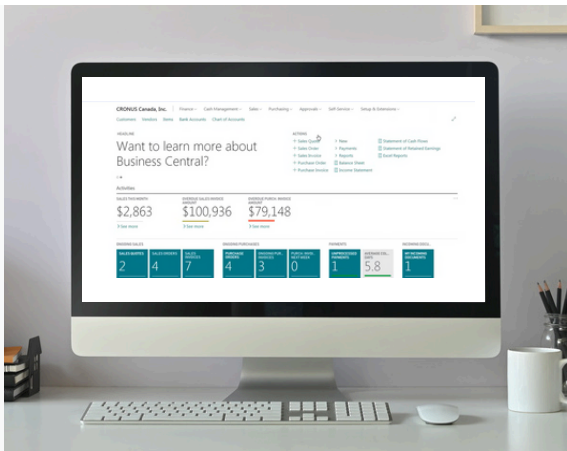
- Cleaner, more accurate financial data, enabling better planning and decision-making.
- More efficient inventory management, preventing overstocking and shortages.
- Cost reductions by eliminating redundant software solutions.
- Confidence in the system's long-term viability, knowing WebSan provides ongoing support.
- Enhanced production and quality control processes, improving overall product management.
- New revenue opportunities, leveraging better insights and automation to scale operations.

Conclusion

By partnering with WebSan Solutions, Canadian Spa Company has not only optimized its ERP system but has also unlocked new efficiencies, cost savings, and growth opportunities. Their journey demonstrates the power of leveraging the right technology partner to maximize the potential of Microsoft Dynamics 365 Business Central.

"WebSan was very, very cognizant of our needs... They give us the knowledge and the information on how to make the proper business decision to expand our business to that next level and open up new revenue opportunities. I'm looking forward to continuing this growth with them and seeing what more they have already built and what more implementation software I can use with their systems to open up more doors for growth."

— Nigel Paskinov, Managing Director, Canadian Spa Company



**To learn more about
Dynamics 365 Business
Central visit
www.websan.com**