



## Bacchant Wines: Solving Accessibility and Reliability Issues with SMB Solutions

As a wholesale liquor company in Australia, Bacchant Wines' business operations extend far beyond the office walls. For more than 21 years and counting, the company's dynamic approach to servicing the wine sector has produced strong connections with the wine makers they represent. They're able to provide the large-scale services of other major wine distributors, from product design, print services, and labeling to competitive pricing strategies, all with the personalisation and flexibility of a small wine specialist operation.

With five sales representatives on the road and warehouses in Sydney and Melbourne, the company relies on a fluid business model that provides flexibility and mobility in communications and digital infrastructure. Because the majority of business is conducted away from desks and corporate offices, employees need an accessible, reliable computer system to tie their operations together. And when their previous solutions provider could no longer adequately serve them due to ongoing connectivity issues, the provider shifted their account to SMB Solutions Cloud Services to optimise their business.



 **bacchant** | wines



# Accessibility and reliability are key for cloud optimisation

## Company

Bacchant Wines

## Location

Ultimo, NSW AU

## Industry

Wholesale Liquor Supplier

## Products and Services

Wine wholesale with design and print services

## Web Site

[www.bacchantwines.com.au](http://www.bacchantwines.com.au)

## Partners

SMB Solutions Cloud Services

[www.smb solutions.com.au](http://www.smb solutions.com.au)

### Objectives

- Solve ongoing connectivity issues to reduce disruption to business.
- Provide a reliable, comprehensive digital infrastructure to serve as an anchor point for fragmented teams.

### Why the SAP Business One Cloud Solution

- The ongoing support from SMB Solutions offers a level of responsiveness and support not previously experienced with other IT providers.
- SAP Business One offers immediate access to company data for sales reps regardless of location, mitigating connectivity issues that could create delays in service and productivity.
- SAP Business One Cloud solutions allow Bacchant Wines to take an integrated approach to their operations, streamlining everything from financials to customer data to stock control and more.

### Resolution

- Bacchant Wines selected SMB Solutions Cloud Services as their preferred SAP Business One provider.
- The SAP Business One infrastructure allows teams to simplify and streamline communications, even when operating in different states.

### Benefits

- Proactive in explaining issues and presenting solutions in a timely manner.
- Support available 24/7 to allow business to continue without disruption.
- High-level expertise gives Bacchant Wines the confidence to make decisions and use the system in a way that will drive profitable growth.



“The experience and knowledge SMB Solutions Cloud Services has with SAP Business One is like a gold mine for users like us. The team at SMB Solutions Cloud Services is always available and willing to help, even with tasks outside their job scope.”

Rebecca H – Bacchant Wines – Ultimo, NSW

