

TÉMOIGNAGE CLIENT



Located in Laval, Regal Confections is a leader in distribution, packaging and manufacturing of quality chocolate and non-chocolate confectionary products. Regal operates multiples distribution centers across Canada. This infrastructure allows Regal to service all trade classes in the Canadian marketplace.

2012

Gestion CVMC was referred to Confiserie Regal by a client who had just finalised the delicate process of identifying the right ERP system for their business.

Our own experience was probably similar to others companies: we had met skilled vendors who brilliantly demonstrated their products but we lacked the ability to discriminate them. Our first encounter with CVMC focused on their expertise, experience and very important to us: their independence.

The first part of their mandate was to build a request for proposal clearly identifying our needs and expectations. CVMC documented our business activities, challenged our practices and made sure the outcome was the result of a consensus. We were surprised by the specificity of their questions and how much they quickly understood the essence our business. When the final document was presented to us, we clearly recognized Confiserie Regal and had already a better understanding of the road ahead.

The second part of the mandate was the management of the tender. Although the added value of having a consultant managing this part of the project was not clear at first, it quickly became obvious. CVMC methodology to identify pertinent players in the market brought to our table highly competitive solutions and integrators. The tools provided helped us evaluate and filter the quantity and complexity of information provided by the vendors. Among others, the precision of the demonstration scripts gave the opportunity to the integrators to really express their ability to solve Confiserie Regal business issues by combining software functionalities and their team expertise.

Never in the process did we feel that CVMC was influencing our decision: they provided documentation, decision tools, discrimination factors, always referring to the request for proposal document and our expressed business needs. At the end, it was clearly our committee decision.

Exceptionally, understanding their initial role was to accompany us in the decision process, we asked CVMC to remain involved with our company till going Live in May 2012. Their input contributed to today's success by bringing experience and perspective.

Handling the relationships between all the players was, among others, one of their key achievements. We do not hesitate to recommend Gestion CVMC to any company which is looking at replacing its ERP: this open heart surgery requires experts and, by my own opinion, I am pleased to say we had them on board.

Paul David CPA, CGA
CFO, Regal Confections

Gestion CVMC Inc. offre des services conseil indépendants afin d'accompagner les entreprises dans leur démarche de changement de système informatisé de gestion.

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