



Calsoft Transitions Sanrio, Inc. from Lawson on AS400 to Microsoft Dynamics 365 Finance & Operations

SANRIO, INC

Business type: Media Entertainment
Industry: Toy/Gaming
Location: Torrance, CA, USA
Number of Users: 20

Sanrio, Inc. – a subsidiary of Sanrio Co. Ltd. – is a Japanese-based company that designs, licenses and produces products focusing on the kawaii (cute) segment of Japanese popular culture. Their products include stationery, school supplies, gifts and accessories that are sold online globally and at specialty brand retail stores in U.S.A. and Japan. Sanrio's best-known character is Hello Kitty, a little anthropomorphic cat girl, and one of the most successful marketing brands in the world. Sanrio is proud to say we've been creating smiles for over 40 years.

<https://www.sanrio.com/>

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**"OUR TEAM AT SANRIO CAN SAY WITH
CONFIDENCE, THAT CALSOFT IS A QUALIFIED
COMPANY THAT PROVIDES VERY RELIABLE
SUPPORT."**

- MR. KEN YAMAMOTO. PRESIDENT

Sanrio, Inc. had been using Lawson ERP software for the accounting and operation over two decades. It was time for Sanrio's digital transformation to Microsoft Dynamics 365 from their legacy AS400-based ERP in order to increase growth, operational efficiency and profit margins. Sanrio also needed integration with their active eCommerce online store, orders, shipping, warehouse, Amazon etc.

Sanrio initially engaged with a Dynamics 365 partner that could not meet Sanrio's expectation from a project management and solution design standpoint. Sanrio sought Calsoft Systems as their new partner for Dynamics 365 Finance and Operation because of our strong understanding

operations and unique expertise in fitting technology to meet even the most complex business needs. Sanrio was able to complete the project successfully within a short five-month time frame since engaging Calsoft for the project.



BUSINESS & PROJECT CHALLENGES

Data structure change:

Inventory, Price, Products, and Orders had been processed by mixing unit of measure that caused inaccurate data and communications to 3PL. On Dynamics365, all business data has consistency, integrity, and visibility.

Complicate Integration:

There had been 30+ critical interfaces with B2B, B2C, 3PL, and customer inhouse applications were rebuilt and tested. It was very challenging due to lack of support by original engineers. Calsoft had taken over simultaneously.

Design:

Their initial partner had lacked capabilities of design, solutions, project management, documentation, knowledge of Dynamics 365.

Organization change:

Some of Sanrio's project team members, especially accounting and logistics personal were new. The project had been planned two years prior to the release, but the team had lost valuable time by miscommunication efforts and undefined roles. The team was reorganized at the sixth month point of the project schedule. The implementation support company transitioned to Calsoft 2 months after that.

Scheduling:

The original implementation targeted timeframe was 7 months. At the point of month 6, there was a rate of only 10% progress, which called for some changes. Sanrio's new IT director (Ms. Yoshie Yabu) took over the project and made some crucial adjustments. The system ended up reaching Go Live within the next 8 months, which was a total of 14 months since the project originally began.

PROJECT GOALS AND OBJECTIVES:

- High operational efficiency and proactive operations by users
- Solid accounting system foundation
- Consistent integration with operational and online systems
- Better data visibility
- Digital transformation from legacy ERP System

WHY CALSOFT?

"I had received a strong recommendation from project members." - Mr. Ken Yamamoto, President

"High service quality of consulting and development". - Ms. Yoshie Yabu, Dir of IT



CUSTOMER TESTIMONIALS

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OUR SANRIO TEAM MEMBERS HAVE HAD VERY POSITIVE FEEDBACK FOR CALSOFT'S PROJECT MANAGER & LEAD CONSULTANT, CYNDI. WE ARE VERY HAPPY TO HAVE SUCCESSFULLY TRANSITIONED FROM OUR OUTDATED PLATFORM TO A NEW SOLUTION BASED ON LATEST TECHNOLOGY ON CLOUD.

OUR TEAM AT SANRIO CAN SAY WITH CONFIDENCE, THAT CALSOFT IS A QUALIFIED COMPANY THAT PROVIDES VERY RELIABLE SUPPORT.”

MR. KEN YAMAMOTO
PRESIDENT

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THIS KIND OF PROJECT WOULD TAKE AROUND 16 MONTHS

DUE TO MANY INTERFACES WITH 3RD PARTIES. DESPITE THE VERY TIGHT PROJECT SCHEDULE AND DIFFICULTIES OF TRANSITIONING KNOWLEDGE, CALSOFT SUPPORTED SANRIO AND BROUGHT THE PROJECT TO GO LIVE WITHOUT ANY MAJOR DELAY AND WITHOUT GOING OVER BUDGET.”

MS. YOSHIE YABU
DIRECTOR OF IT/PROJECT MANAGER



Sanrio

RESULTS ACHIEVED

30%

Higher efficiency of real time data capturing and processing

Newest cloud environment as embedded solution transition from old AS400 technology and access much easier from anywhere under Covid-19 circumstance.

100%

Accuracy of data interface

SOLUTIONS/MODULES: MICROSOFT DYNAMICS 365 FINANCE AND SCM(OPERATION)

- Finance (General Ledger, Account Receivable, Account Payable, National
- Account, Fixed Asset, Bank)
- SCM (Sales Order Processing, Shipping, Purchase Order Processing,
- Receiving, Warehouse / Inventory Management)
- Integration (Order / Invoice / AR, ASN / Shipping, PO / Receiving /AP, 3rd
- party warehouse, eCommerce as sanrioonline.com, Amazon etc.)

KEYS TO SUCCESS OF PROJECT

- Solid integration design and skill for eCommerce, Order, Warehouse with no major issues from both customer and Calsoft managers.
- Project management for both Sanrio and Calsoft project manager
- On-time delivery
- Communication through consistent regular status meeting
- Responsibility and accountability for both through the project term
- High quality user training and support



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