

CUSTOMER SUCCESS



NuGEN Technologies: A New Generation of Efficiency With Sage PFW

Genetic researchers typically wait four days for RNA samples to be “amplified” for microarrays analysis. NuGEN Technologies’ patented Ovation technology does the job in a mere four hours, revolutionizing gene expression analysis throughout the biotechnology industry.

When NuGEN was founded in 2000, it used QuickBooks for tracking expenses. But with three rounds of successful financings and a speedy product launch, NuGEN rapidly outgrew the package.

“Once we geared up for manufacturing, we needed software that integrated full-featured accounting and process manufacturing capabilities,” says Gordon Petrie, vice president of finance. “Our primary criteria were scalability, best fit with our manufacturing process, and maximum bang for the buck—which led us to choose Sage PFW.”

Managing Microscopic Materials

Sage PFW ERP automates all back-office functions for NuGEN’s finances. The software manages accounts receivable, accounts payable, bank balance, and the general ledger. It tracks invoices, writes checks, and produces data for analyses such as accounts receivable aging and sales flash reports. “Without the financial modules in the Sage PFW suite, we would have to add at least one person in our accounting group to handle the volume of our business today,” Petrie notes.

Sage PFW is also responsible for all of NuGEN’s manufacturing operations. It calculates requirements for each of the company’s 100 formulas and subformulas, clarifies materials in inventory, performs lot tracking, documents inventory numbers shipped, and provides data for detailed sales analyses. Soon the system will also store shipment tracking numbers.

Tracking Tiny Traces

NuGEN’s three main products are very advanced, but also very small. Sold as kits, each contains about a dozen miniature vials that hold less than half a milliliter of liquid, and must be refrigerated at -20°C. A 50-milliliter container in NuGEN’s inventory might represent the entire world supply of a chemical.

Customer:

NuGEN Technologies, Inc.

Industry:

Biotechnology manufacturer

Location:

San Carlos, California

Number of Locations: One

Number of Employees: 42

System:

Sage PFW

- Accounts Payable
- Accounts Receivable
- Bank Book
- Costing
- Formulas
- General Ledger
- Inventory Pro
- Order Entry Pro
- Production
- Purchasing Pro

CHALLENGE

NuGEN outgrew QuickBooks during its start-up phase, and needed robust process flow software to support new biotechnical manufacturing operations.

SOLUTION

Sage PFW and a full suite of integrated manufacturing and accounting modules.

RESULTS

Sage PFW is saving at least one PhD-level headcount in manufacturing, plus additional headcount in accounting, and supporting exponential corporate growth.

“Having dependable lot tracking is essential for products like ours,” Petrie explains. “Our customers are prestigious academic institutions and large pharmaceutical and biotech firms that expect absolute accountability. Sage PFW allows us to determine the source of any material, even after our product is in the field, supporting our reputation for impeccable quality control.”

Solid System

Petrie attributes his satisfaction with Sage PFW in part to NuGEN's Sage Software business partner. “Having the right consultant makes all the difference in the world,” he says, “and we've got one of the best. Her knowledge of the system is excellent, and she has been able to find answers to even the most difficult questions. She trained us well, and then gave us follow-up one-on-one sessions when needed, helping us to become self-sufficient as quickly as possible.”

Petrie is unable to quantify improvements from Sage PFW, since NuGEN has used the product since day one of manufacturing. “Nevertheless,” he says, “we could never be staging our inventory and meeting current production schedules without the efficiencies achieved with Sage PFW. This says a lot, because we've grown more than 30 percent just in the last four months. The system has also saved us from hiring at least one person in manufacturing—a huge financial impact, since most staff members are PhDs in molecular biology.”

He adds that the system has delivered much more than he had expected from a mid-tier solution. “Sage PFW has met and exceeded all of our expectations in terms of both functionality and value,” Petrie says. “It's a very solid product, and is contributing to NuGEN achieving its goal—setting the new standard for RNA amplification and analysis.”

“We could never be meeting current production schedules without the efficiencies achieved with Sage PFW. This says a lot, because we've grown more than 30 percent in the last four months. The system has also saved us from hiring at least one person in manufacturing—a huge impact, since most staff members are Ph.D.s.”

ABOUT SAGE SOFTWARE

Sage Software supports the needs, challenges, and dreams of more than 2.7 million small and mid-sized business customers in North America through easy-to-use, scalable, and customizable software and services. Our products help manage a complete range of business functions including: accounting, operations, customer relationship management, human resources, time tracking, merchant services and the specialized needs of the construction, distribution, healthcare, manufacturing, nonprofit, and real estate industries.

