



**South West Vets**

# Canadian Livestock Veterinarians: Automating Veterinary Supply Chain with SAP Business One

Canadian Livestock Veterinarians is a national, multi-species veterinary practice with ship-to locations across Canada. The organization focuses on sourcing high-quality pharmaceutical products for animal health and delivering services that support veterinarians and producers nationwide.

With significant growth outpacing manual processes, the business needed a scalable platform to automate order intake, reduce errors, and support expansion across multiple drop-ship locations.

Working with aclaros, they implemented SAP Business One with integrated eCommerce and document automation to achieve near-touchless operations.



# Scaling Operations with SAP® Business One

## Before: Challenges and Opportunities

- Order intake ran on spreadsheets and email, consuming staff time
- Error-prone data and risks to pricing confidentiality
- Manual processes couldn't keep up with growth across drop-ship locations
- Erosion of trust in the numbers and need for operational visibility

## Why SAP and aclaros

- Centralized eCommerce platform for online ordering across all locations
- Full SAP document chain automation: SO, Invoice, Credit, PO, AP Invoice
- Automated email confirmations for orders, procurement, and invoicing
- aclaros brought deep SAP Business One expertise and process design
- Near-total automation possible due to drop-ship model

## Value-Driven Results

- Drop-ship locations expanded from 4 to 15
- Sales volume +36% in two years (2024 vs. 2025)
- 1.5 FTEs redeployed, ~\$75K in annual labour savings
- ~33,000 purchase orders, invoices, and emails automated in SAP
- ~95% of 2025 SAP invoices created by automation
- Customer Service and Finance teams call it a game-changer



*"To keep learning, keep improving, and keep building systems that empower our people to do their best work."*

***Sherri McLeod- Head of Finance, South West Veterinary Clinic***

## Featured Partner



**Company:** Canadian Livestock Veterinarians | **Location:** Canada | **Industry:** Veterinary / Pharmaceutical Distribution

**Featured Solution:** SAP Business One | **Featured Partner:** aclaros | **Products:** eCommerce, Document Automation, Email Automation

