



One of the largest software and consulting firms in Canada, Montreal's GFI Solutions fosters a culture of service.

Gilles Létourneau was buying flowers for his garden at a Montreal big box hardware when he leaned over the counter to peek at the software running the cash register. Noticing his interest, the cashier said the system was good, but that the technical support was great.

CLIENTS TALK It's just one of the forty-odd software products his 1,000-employee firm offers, this one built specifically for the hardware industry, but Létourneau was especially proud to hear the service comment.

"We have hundreds of customer service representatives. Service is very important for an organization like ours and if you deliver bad service, clients will talk," he says from his office at 75 Queen Street in Montreal where GFI Solutions occupies over two floors.

SIGNIFICANT ACQUISITIONS Since 1988, GFI Solutions has been on a path marked by a series of significant acquisitions and partnerships. Its most recent acquisitions, ActiveMedia, Fortsum Business Solutions, Bell Business Solutions, and Accovia, have helped the company broaden its mission and complete the shift from being a services provider to being a products and services provider.

The acquisitions have also helped it expand its client base internationally and conquer vertical markets so that over a five-year period, GFI Solutions has increased its annualized revenues and employee base fivefold. Now it provides business solutions for municipalities, travel professionals, the construction industry, hardware and renovation centres, daycares, notaries, and accountants.

IN-DEMAND ERP SOLUTIONS Indeed, while the company itself has been making its mark for over 20 years, some of its subsidiaries have been on the scene for even longer. Its team brings together experts specializing in some of the most in-demand ERP solutions on the market: Sage Accpac, SAP Business One, Microsoft Dynamics GP, Microsoft Dynamics AX, and IFS. And then there's its Acomba and Advantage experts who know everything there is to know about the most popular accounting solutions used by Quebec SMBs. ■

« Au Québec, il est difficile de trouver des candidats qualifiés et lorsqu'on les a trouvés, il faut les garder motivés et impliqués »

– Gilles Létourneau, Président et chef de la direction