



### CUSTOMER

Dynarex Corporation

### INDUSTRY

Wholesale Distribution

### HEADQUARTERS

Orangeburg, New York

### Number of Locations

Six

### SYSTEM

Sage ERP X3

### SOLUTIONS PROVIDER

Net@Work

[www.netatwork.com](http://www.netatwork.com)

## Dynarex Corporation Looks To Net@Work For Enterprise-Wide Solutions

Dynarex Corporation is a leading provider of disposable medical products such as gloves, antiseptics, and medical devices. Founded 45 years ago, Dynarex Corporation is enjoying robust growth, increasing its market share among distributors and health service providers, plus hospitals and nursing homes, both across North America and overseas. Sage ERP X3, the backbone of Dynarex Corporation's operations, provides enterprise resource planning tools and solutions to the company's entire operation, from its headquarters and distribution operations to its four remote shipping and warehouse locations.



### Search For An ERP Solution

For years the company had relied on a heavily modified Sage Pro ERP application. Decreasing support options for Visual Fox Pro and the need to supplement the software's functionality with paper and manual processing prompted Dynarex Corporation's management team to seek a new, more robust ERP solution.

Many well-known ERP titles were reviewed, including those from Oracle, Exact, Infor, and SAP. Some of the larger vendors came with large price tags and the prospect of long months and possibly even years to implement. The smaller candidates' solutions

left the selection team questioning whether the software could deliver the performance and complex requirements of a fast-moving, transaction-driven business such as Dynarex Corporation.

### Stand Out Solution And Provider

One solution and solution provider stood out. "We selected Sage ERP X3; it is tailored to our industry, engineered for easy remote access, and has a completely integrated feature set that includes the features we require such as EDI, eCommerce, and CRM," explains Michael Zegelheim, CIO for Dynarex.

"Net@Work's deep expertise with Sage ERP X3, and their infrastructure and networking skills made them a stand out provider for us," he explains. "Plus Net@Work is located near us and they are very knowledgeable of our legacy system."

### CHALLENGE

Support challenges and a lack of flexibility and scalability prompted Dynarex Corporation to seek out a new ERP solution.

### SOLUTION

Dynarex selected Sage ERP X3 as its enterprise-wide ERP solution, and Net@Work as its professional service provider.

### RESULTS

Faster, more accurate order processing leads to improved customer satisfaction. More accurate forecasts lead to better purchasing decisions, lowering inventory carrying costs.

*"Net@Work's deep expertise with Sage ERP X3, and their infrastructure and networking skills made them a stand out provider for us."*

Michael Zegelheim, CIO  
Dynarex Corporation

## ABOUT NET@WORK

A leading Sage Software partner in North America, Net@Work specializes in the consulting, implementation, development and support of the full Sage ERP, CRM and HRMS solutions portfolio. With over 15 years of integration experience Net@Work has installed thousands of solutions, customized to the needs and challenges of each customer - bringing a significant value-add to all product lines.

### Recent Recognitions:

*Accounting Today* — VAR 100  
*CRN* — Tech Elite  
*Crain's New York Business* — Fast 50  
*Sage* — Top 5 Partner Award  
*Sage* — Chairman's Club  
*Sage* — President's Club

## Provider's Experience Pays Off

Zegelheim has high praise for the way the Net@Work team handled the software implementation. "Net@Work's extensive experience with enterprise projects has really paid off," he says. "We had a dedicated Project Coordinator throughout the eight month implementation and the entire project team was sharp and committed to our project."

Net@Work continues to add value to the implementation, serving as high-level support consultants when Dynarex Corporation's staff has questions or concerns regarding Sage ERP X3. "The training Net@Work provided to us has made us very self sufficient," says Zegelheim. "But we know we can still call on them when we need help solving tougher challenges."

## Scalable Solution

When the company first adopted Sage ERP X3, it operated from just two warehouses. Today the company has four, with plans in the works for more. Sage ERP X3 handles the heavier transaction volume and distributed processing without a hitch.

The company no longer needs to run Citrix or other remote desktop applications to provide access to staff in its remote warehouses; this is saving both maintenance and support costs.

## Improved Order Processing

Dynarex Corporation now has visibility into the order cycle that was not possible with the old software. "Before, we would print an order, take it to the warehouse, and then fulfill what was available to be shipped. Because we did not have real-time access to inventory data, we often did not know

if we could completely fulfill a Sales Order until it was processed for shipping," explains Zegelheim. "Now, we have complete visibility throughout the order process. We can tell the customer what is in stock, when and how it will ship, and provide up-to-date order tracking information. Not only is it much more efficient, it helps us provide much better and faster service to our customers."

## Perfecting The Purchasing Cycle

The software also is helping Dynarex Corporation to better manage its purchasing process and to make more accurate sales forecasts. By analyzing sales history, current orders, on-hand quantities, and vendor lead times, the company's purchasing managers place timely orders to ensure that they obtain the right mix of products at the right time.

This information also helps the company make more accurate sales forecasts. The company's inventory is made to order and shipped from overseas, so having accurate forecasts means less product shortages or overages, saving the Dynarex Corporation from lost sales and money in inventory carrying costs.

With Sage ERP X3, Dynarex Corporation has a flexible, scalable ERP solution that facilitates its complex workflow and accommodates growth. With Net@Work, the company has a business partner whose experience and expertise help to maximize the company's technology investment.

**Net@Work**  
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