

# Sage MAS 500 ERP Industrial Equipment Manufacturing

## CUSTOMER SUCCESS STORY

### Net@Work Delivers High-Powered Solution To Coilhose Pneumatics

#### CUSTOMER

Coilhose Pneumatics  
Freelin-Wade

#### INDUSTRY

Industrial Equipment  
Manufacturing and Distribution

#### HEADQUARTERS

East Brunswick, New Jersey

#### Number of Locations

Two

#### SYSTEM

Sage MAS 500 ERP

#### SOLUTIONS PROVIDER

Net@Work

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

#### AWARD

Winner of the Sage Award for:

#### *Rookie of the Year - Customer*

This Award recognizes a new Sage customer who has demonstrated immediate business results and positive impact from their Sage implementation.

Coilhose Pneumatics and its affiliate company, Freelin-Wade, is an industry-leading manufacturer and distributor of air tool accessories. Operating from facilities on both coasts, the company is known for quickly delivering high quality products into the hands of its customers. To keep its operations firmly on track, Coilhose Pneumatics relies on Sage MAS 500 ERP and the team at Net@Work.

#### Environment For Change

When Coilhose Pneumatics contacted Net@Work, each of its two facilities was running a stand-alone copy of outdated ERP/MRP software. The company sought to gain visibility into its operations and unify the operations of its locations, and improve its order entry, work order processing, and shipping operations. "We had come to rely on spreadsheets to do what our old software couldn't," recalls Marvin Aaron, president of Coilhose Pneumatics. "As a result, our workflow was inefficient and highly reliant on paper."

Coilhose Pneumatics also sought to optimize its production planning and scheduling process and improve its overall order entry and fulfillment cycle.

Net@Work engineered a fault tolerant Citrix



environment that provides secure access to the Sage MAS 500 application from both locations.

#### Standardize Reporting

"The old way of doing things was all we knew," recalls Aaron. "We were satisfied when all the numbers rolled up but that buried a lot of key information."

Net@Work helped the company implement a single reporting standard for both of the company's locations. The new standards facilitate cost reporting and comparisons across the entire operation. Now detailed and summary reports deliver key information to management quickly, allowing them to make better and more timely business decisions.

#### Streamline Production

The production team now has real-time

#### CHALLENGE

Each location utilized a stand-alone copy of an outdated accounting software package. Many of the reporting and production tasks were handled outside of the software. Consolidated financials were difficult and time-consuming to obtain.

#### SOLUTION

Net@Work deployed Sage MAS 500 on a powerful server accessible to staff at both of its locations. The new solution combines accounting, inventory, manufacturing, and distribution components.

#### RESULTS

Average customer service call time is cut from 10 minutes to 2. Real time production visibility increases efficiency. Better sales data helps drive new opportunities. Production to shipping time is reduced by two days, and corporate reporting is streamlined.

*"It was the direct and no-nonsense approach of Net@work that made this project a success."*

## ABOUT NET@WORK

Net@Work is a leading integrator of accounting, financial, customer relationship management (CRM), and business management software. As a Sage Select Business Partner, Net@Work represents the full range of Sage ACCPAC, MAS and CRM products.

Net@Work specializes in workflow analysis, application development, industry-specific customizations, and system upgrades.

With a staff of 130 consultants, developers, and hardware engineers, Net@Work supports 1,800 clients and receives numerous awards for its high level of customer service.

### Recent Recognitions:

*Accounting Today* - Technology Pacesetter

*Accounting Technology* - VAR 100

*Crain's New York Business* - Top Software Company

*INC.* - INC 5,000

Sage Software ACCPAC President's Club

Sage Software MAS 500 President's Club

visibility into the pipeline, allowing them to forecast and accommodate the upcoming workload and ensure adequate stocking levels. The solution allows the company to better plan and execute routes, optimizing scheduling and driving efficiency on the shop floor.

Previously, there was often a two-day delay between production completion and shipping. Now, as work orders are completed, the items are immediately available for shipping. In addition, as items are shipped, an invoice is created automatically, ready for review and update. This improved workflow frees the time of the company's billing clerk who is now available for other tasks.

### Improve Service Levels

Customer service staff had been under a strain — it was difficult to obtain the current pricing information, accurate product availability, and order status information needed to assist customers. Without a reliable flow of information between the front and back office, customer service staff frequently had to visit the shop floor to inquire about order status. This disrupted work in production, scheduling, and shipping, and left phone lines unattended.

Now, with real-time information available at their fingertips, trips to the shop floor are unnecessary. The efficiencies that the new solution brings have cut the average call duration down from ten to two minutes.

Not only is service faster, it's better. Net@Work modified the software to accommodate Coilhose Pneumatics' unique product discount program. Now customer

service representatives quickly can obtain the best pricing for each customer. This leads to increased customer satisfaction while still maintaining the desired profit margins.

### Gain Customer Insight

The company now can generate buying profiles of its most important customers. This helps to identify changing buying habits; determine which relationships are proving unprofitable; and to decide which customers may require additional attention.

New insight into the return process delivers metrics that Coilhose Pneumatics can use to evaluate the reason behind returns. The company is using this information to forge stronger and more profitable customer relationships.

### Automation Drives Sales

Management used to create spreadsheets manually for each sales representative to detail sales in their territories. Sage MAS 500 has standardized, automated and dramatically improved the cycle. Now each representative receives detailed sales and commission reports. Management expects the reports will help drive new sales by giving representatives the tools to identify new opportunities for cross-selling and up-selling that might otherwise have gone unnoticed.

Thanks to Net@Work and Sage MAS 500, Coilhose Pneumatics and Freelin-Wade are enjoying efficiencies throughout their operations. Aaron concludes, "It was the direct and no-nonsense approach of Net@Work that made this project a success."

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