Global Technology Systems Powers Up with Net@Work and Sage MAS 200

CLIENT
Honeywell Batteries

SAGE BUSINESS PARTNER
Net@Work
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INDUSTRY
Manufacturing and Distribution

LOCATION
Natick, MA

SYSTEM
Sage MAS 200

Regarded as the best quality in the world, Honeywell Batteries, manufactured by Global Technology Systems, Inc., offer mobile power solutions for hand held data collection devices and printers, two-way radios, wireless phones and uninterruptible power supply (UPS) systems. With headquarters in Natick, MA and offices spanning much of the globe, Global Technology Systems has been growing in excess of 50% each year.

Smooth Transition

"We ran QuickBooks much longer than we should have," reflects Scott Benezra, Vice President. "We created some elaborate workarounds to accommodate our fast growth, multiple locations and volume of transactions." Scott began his search to find a system to replace QuickBooks. Through a CPA recommendation, he found Sage MAS 200 and Net@Work.

After meeting with Net@Work, Scott knew he found the right partner to implement his new Sage MAS 200 system. "They were able to show me what the implementation would look like with their detailed project plan," said Scott. "We had a tremendous amount of historical customer and inventory data to migrate. We wanted to move everything into the new system so we never had to go back to QuickBooks.

Net@Work did a great job of listening to our requirement and fulfilling all of our needs." As a manufacturer and distributor of electronics, Global Technology Systems relies heavily on inventory management, streamlined shipping and access to data.

The implementation started with a detailed project plan and timeline. "Net@Work worked with us to minimize downtime during the implementation," said Scott. Once the software was in and data transferred, Net@Work provided in-depth customized training. Additionally, training for specific groups at Global Technology Systems was conducted and focused on tasks that would specifically improve their productivity.

CHALLENGE

Honeywell Batteries' growth was in excess of 50% per year. They had a greater need for inventory managment. They had multiple locations and increased their transaction volume substantially. They needed a more elaborate system to manage their growth.

SOLUTION

- Sage MAS 200 ERP
- StarShip Shipping System
- Business Alerts
- Crystal Reports
- SalesLogix CRM

RESULTS

The results achieved included reduced inbound freight costs of 40%. Reduced outbound freight 10-15%. Increased customer satisfaction and having a partner who understands business longevity of employees and provides expert support.

sage software
Your business in mind.

Net@Work

ABOUT Net@Work

Net@Work is a leading integrator of accounting, customer relationship management (CRM) and business management software. A Sage Select business partner, Net@Work represents the full range of ACCPAC, MAS and CRM products, specializing in workflow analysis, application development, industry specific customizations and system upgrades. With a staff of 140 plus consultants, developers and hardware engineers, Net@Work supports over 4,000 clients and has received numerous awards for its high level of customer service.

ABOUT SAGE SOFTWARE

Sage Software has been responding to the needs, challenges, and dreams of small and midsized businesses for over 25 years. With a complete range of business management solutions and services, Sage Software helps companies improve customer relationships, reduce costs, and automate and integrate a variety of operational activities. Its solutions support the specialty needs of a broad scope of industry segments, including manufacturing, distribution, construction, real estate, nonprofit, and professional services.

sage
software

Improved Inventory and Shipping Management Yields Bottom Line Results

Utilizing custom alerts set up by Net@Work, Global Technology Systems now has a better handle on their inventory. Business Alerts integrates with Sage MAS 200's inventory module and Global Technology Systems is instantly alerted when various conditions in their inventory are met. "By having the tools to better manage our inventory, we have been able to reduce the cost of inbound freight by being proactive," explained Scott. "We build our products overseas and inbound shipping is a large expense. We have been able to move from a 2-3 day freight method to ship-bound freight method. This has reduced our inbound freight cost by 40%, which goes right to our bottom line."

Net@Work's StarShip recommendation has paid off well for Global Technology Systems. StarShip, a shipping system that integrates with Sage MAS 200, has helped reduce the cost of outbound freight expenditures by 10-15%. "StarShip has given us the ability to negotiate with various carriers," said Scott. "We also are no longer tied to one carrier because StarShip works with many carriers. We are not dependant on custom software, which has given us tremendous versatility."

Once an order is shipped, the freight tracking number is written back to the customer's order. Using Business Alerts, Global Technology Systems is able to send an email notification to its customer with the shipping information including what shipped, if anything was on back order and the tracking number. "By proactively getting this information into our customer's hands, we have dramatically reduced the number of inbound customer calls," said Scott. "Our customers have all the information they need at their fingertips."

Global Technology Systems also uses Business Alerts to communicate inventory status and purchase order approval among the executive team.

Custom Reports Yields Better Decisions

One of the great things for us has been the ability to use Crystal Reports to bore into the data in our system and to get it out in a format that is useful for us to run our business. Net@Work trained us on how to write our own custom reports and writes some of the more sophisticated reports we rely on," said Scott.

"Essentially, together we designed our own MRP system using Crystal. For example, it is useful for us to look at a 12-month rolling history of our sales. With this information, we have been able to reduce the carrying cost of our inventory and increase our inventory turns."

Integrated CRM

More recently, Global Technology Systems implemented Sage CRM SalesLogix, which was chosen for its ability to integrate with Sage MAS 200. "Using Sage CRM SalesLogix allows us to give our salespeople all of the benefit of data from Sage MAS 200 without the need to work in two applications," said Scott.

Partnership with Net@Work

"Working with Net@Work has set the benchmark very high when it comes to working with consulting firms," said Scott. "We continue to buy services from them and appreciate their support contacts. We don't have to spend time trying to figure something out internally; we just pick up the phone and get our answer. We can focus on our jobs and what we do well."

Scott has participated in Net@Work's annual customer conference. At last year's conference, Scott learned about complementary products at the conference that they have started using at Global Technology Systems.

"One of the important things that we have observed about Net@Work is the continuity of people within the organization. We have a relationship with the company, but also lasting relationships with individuals," said Scott. "You can tell that the people who work at Net@Work are very happy to be there. They enjoy their environment and that enjoyment of their work is reflected in the experience they bring to us."

"Our customers tend to not replace batteries until they really need to. Having an integrated software package allows us to take a call at 4pm from a customer, enter the order, have the order picked, packed and shipped and in the customer's office by the next morning, has been critically important to our business," said Scott. "We are powering mission-critical applications for our customers. Since 90% of our orders are shipped the same day, our relationship with Net@Work and Sage MAS 200 allows us to meet the demands of our customers."