

# Sage ERP X3 Process Manufacturing

## CUSTOMER SUCCESS STORY

### Net@Work Delivers Concrete Solutions For Five Star Products Inc.

#### **CUSTOMER**

Five Star Products, Inc.

#### **INDUSTRY**

Process Manufacturing

#### **HEADQUARTERS**

Fairfield, Connecticut

#### **Number of Locations**

Ten

#### **Number of Employees**

50

#### **SYSTEM**

Sage ERP X3

#### **SOLUTIONS PROVIDER**

Net@Work

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

For more than 50 years, family-owned Five Star Products, Inc. has been engineering, manufacturing, and distributing precision grout and concrete repair products for a broad range of industries. Its products are used in some of the most challenging industrial environments and applications, including refineries, nuclear power plants, and highway and bridge construction. The company has regional offices across the United States and licensees that distribute its products throughout the world. Like many modern companies, Five Star Products requires that its business management software delivers the business intelligence data it needs to operate profitably and remain competitive. Sage ERP X3 and Net@Work is the team Five Star Products relies on.

#### **Success Where Others Struggled**

Five Star Products had been struggling to assemble a series of complex reports spanning all aspects of the diverse operation. Other consultants had tried without success to bring the data together into comprehensive and meaningful queries.

"Net@Work was able to help where others were not," recalls Terry Stysly, Vice President of Global Sales for Five Star Products. "We



had the software, but couldn't leverage the business data it held. Net@Work approached the challenge differently and delivered what we needed in a very short period of time."

#### **Proven Project Methodology**

Net@Work took a project approach to the challenge, assigning a project manager and a talented team of consultants and engineers to the engagement. "In a very short time they developed the report I had been waiting for," notes Stysly. "My pet report is a comprehensive sales report that gives detail and summary data at regional, territory, representative, customer, and product level," explains Stysly. "I had been using multiple individual reports to give me pieces of the big picture."

#### **CHALLENGE**

Five Star Products sought to leverage the vast quantity of business data in its Sage ERP X3 application. The company's complex reporting requirements had frustrated other consultants the company had engaged.

#### **SOLUTION**

Net@Work provides a professional project team and proven methodology that ensures each project delivers the intended results.

#### **RESULTS**

Five Star Products is receiving the business intelligence data and operational metrics that help drive strategic decision making. Net@Work is helping the company leverage its technology investment for tactical gain.

*"Sage ERP X3 solved our manufacturing challenges, but reporting was always a struggle. We brought in other consultants to help, but they just didn't succeed. With Net@Work, it was different. They came through quickly with real and measurable results."*

Brian Feidt, CFO, Five Star Products Inc.

## 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

Debbie O'Connor, Sales Assistant for Five Star Products says that it was the Net@Work project methodology that made the difference. "They asked the right questions, did the necessary research, really listened to what we wanted and then planned the project around delivering what we needed. That careful planning combined with their exceptional knowledge of the software's architecture are what made this project successful." She adds, "Working with Net@Work is a pleasure"

Five Star Products made more progress in the first month of Net@Work's engagement than it had in the previous three years.

Buoyed by the successful completion of various critical reports, Five Star Products asked Net@Work to propose a Customer Relationship Management (CRM) solution and a website redesign. "We trust Net@Work to give us great business advice," O'Connor says. "We are meeting with them now to map out our CRM requirements and feel confident that they will approach it with the same professionalism that they have shown on previous engagements."

### Detail Oriented

Jamie Grennan, Controller at Five Star Products, has similar praise for Net@Work. "They get it. They are thorough, focused, detail oriented, and proactive. Their project methodology is effective for relatively small projects to the largest. Nothing slips through the cracks; Net@Work is on top of things."

Grennan appreciated that Five Star Products had a single point of contact at

Net@Work, a project manager responsible for tracking all open and action items relating to their projects. "We had weekly calls where we went over what was outstanding and who was responsible, she explains. "The approach works extremely well; projects stay on track and everyone knows what they need to be doing."

### A Winning Combination

Five Star Products thoroughly researched all available manufacturing ERP solutions before deciding on Sage ERP X3. "It has a very strong reputation as a process manufacturing solution, and it has certainly proven that the reputation is well deserved," says Brian Feidt, CFO at Five Star Products. "It solved our manufacturing challenges, but reporting was always a struggle. We brought in other consultants to help, but they just didn't succeed. With Net@Work, it was different. They came through quickly with real and measurable results."

Feidt credits Net@Work's overall business savvy for the success of the project. "They understand how business works. They look beyond the software and ask questions to help them understand our critical needs and how we can best address them with the software. With Net@Work's help, we are utilizing the software to its potential and strategically leveraging the data it collects."

**Net @ Work**  
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