JR'S POS DEPOT CREDITS NET AT WORK AND ACUMATICA FOR HELPING IT SCALE

JR'S POS DEPOT

CHALLENGE

JR's POS Depot's old ERP was cumbersome and didn't provide the modern capabilities necessary to grow and scale the company.

SOLUTION

The company's long-time business partner, Net at Work, recommended Acumatica Cloud ERP as the best option for JR's POS Depot.

RESULTS

- Hosted, cloud deployment provides access from anywhere, which proved invaluable during the coronavirus pandemic

- Cloud deployment and guaranteed uptime ensures worry-free operation and reduced IT resources

- Scalable solution, streamlined processes, and integration with third-party applications enable the company to pursue larger volume customers

- Acumatica Cloud ERP simplifies compliance with robust product traceability and powerful reporting capabilities

JR's POS Depot is the one-stop shop for the electronic payment industry. The Coral Springs, Florida-based company distributes a full complement of point-of-sale equipment to financial institutions and gateway partners that in turn sell the solutions to companies across every conceivable industry. Founded more than 20 years ago, JR's POS Depot has a well-earned reputation for providing a wide-range of equipment coupled with value-added service and support. When the company sought to grow its reach and range, it knew it would need a new ERP solution to support the growth. With advice from trusted partner Net at Work, JR's POS Depot selected Acumatica Cloud ERP.

PREPARING TO SCALE

"Our old ERP was comfortable but getting cumbersome to use. We knew we couldn't rely on it to scale with us to attract larger and more sophisticated customers," recalls Jamie Spoto, Vice President at JR's POS Depot. "We wanted a cloud ERP solution to minimize our IT burden, and one that was flexible and powerful enough to help us automate many of our manual tasks."

JR's POS Depot has relied on Net at Work as its technology partner for over 15 years, so it was only natural for it to turn to Net at Work to help modernize its business management solution. "Net at Work is a trusted partner to us. Over the years they've helped us solve many business challenges by recommending new technologies and process improvements," Spoto says. "We place a lot of value in opinions of the Net at Work team, and based on our unique business challenges they recommended we move to Acumatica Cloud ERP."

ACCESSIBILITY AND RELIABILITY KEEP THINGS MOVING

Among the benefits JR's POS Depot is enjoying with Acumatica Cloud ERP are improved accessibility and reliability. "We had no ability to access our old system remotely," explains Spoto. "But with Acumatica Cloud ERP, that type of accessibility is built in. It proved its value when coronavirus hit and our team had to work from home. Honestly, we didn't miss a beat."

Acumatica also provides an uptime guarantee, which Spoto finds especially comforting. "We're in an area where lightning is common," he says. "An on-site server would be vulnerable, but I'm no longer worried about that. With the product's accessibility and reliability, I can take that vacation I've been planning

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without worrying about a hardware-level failure disrupting operations."

In fact, the system's reliability was recently put to the test. At one point in the past, the company's in-house ERP server went down and it took over 24 hours to restore it and resume normal operations. "That was painful," recalls Spoto. "We're a fast-paced business and our customers expect a lot from us, so being without the ability to take or process orders is a crisis."

A few months after going live with the new solution, Acumatica's data center experienced a server failure, but the outcome was much different. "We were live again in just 26 minutes," reports Spoto. "Under a half-hour and we were back up and running — and we didn't have to expend any of our own resources to fix it. That's the value in a hosted ERP."

EXTENSIVE VISIBILITY

Spoto praises the reporting capabilities of Acumatica Cloud ERP. "It's nearly limitless," he says.

"We can report on the data in any way we need to see it. There are customizable dashboards that provide unique views showing our staff precisely the data they care about."

Increased visibility provides the company's management team with valuable insight they're using to make faster and better business decisions.

STREAMLINING AUDITS AND COMPLIANCE

The electronic payment industry is highly regulated and companies in this space are audited frequently. The move to Acumatica Cloud ERP has vastly streamlined the company's ability to meet the regulations and demonstrate compliance to auditors.

"We need to track our products by serial number throughout their lifecycle," explains Spoto. "Acumatica Cloud ERP has this capability built in. We can enter a serial number and see where it came from, what happened to it, and where it ended up. It really simplifies audit compliance, saving us a lot of time and effort."

UNLEASHING SUCCESS

Net at Work has introduced JR's POS Depot to a number of third-party applications that integrate with Acumatica Cloud ERP, extending its functionality. One of those applications speeds and automates the shipping process, a real bonus for a company that ships up to 70 orders each day with a relatively small staff.

Additionally, Net at Work is now working with JR's POS Depot to further automate its order cycle by bringing orders into Acumatica Cloud ERP from customers' FTP sites. This functionality will enable the company to process more orders, more quickly, and with fewer staff.

"We are now prepared to go after larger volume customers because we have the technology infrastructure to back us up," concludes Spoto. "Net at Work is definitely living up to their promise and helping us unleash our business success and provide even better service to our customers."

Net at Work — Business Performance Unleashed.

Net at Work provides their clients with the vision, leadership and support of a Virtual CIO. This allows them to focus on their core competencies knowing they can fully rely on Net at Work to implement technology solutions that unleash new levels of efficiency, performance and success. With experience across virtually every business discipline, the Net at Work team supports over 6,000 organizations in making software, systems and people work together in achieving their core organizational objectives. Their comprehensive range of services and solutions include ERP, CRM, Employer Solutions, eCommerce, Payments, to Cloud and IT Managed Services. From the company's founding in 1996, Net at Work has garnered wide industry recognition as problem-solvers and promise-keepers, which are the foundational principles on which all their client relationships are based, and that their clients say they value the most.