



Client Success

NASSAU PROVISIONS

FOOD DISTRIBUTION

NASSAU PROVISIONS MODERNIZES FOOD DISTRIBUTION WITH ACUMATICA AND PRIME



CHALLENGE

Nassau Provisions' prior ERP system limited reporting and made it difficult to standardize controls and automate routine workflows. They needed a food industry ERP solution that could support growth without disrupting service.

SOLUTION

Net at Work helped implement Acumatica with Prime Food Service. The team aligned the system to current and future workflows and built practical automations that reduce manual effort, save time, and surface exceptions earlier.

RESULTS

- Absorbed a competitor and scaled quickly, taking on roughly 50% more volume.
- Improved reporting and day-to-day execution with more consistent workflows.
- Added automation for credit holds/approvals, exception alerts, and bank/AP processes.
- Established an ongoing optimization rhythm with Net at Work to fit the business as it expands.

Nassau Provisions builds its reputation on getting the details right, even when the operation is moving fast. Specializing in a wide variety of kosher foods, the company distributes across New York, New Jersey, and Connecticut, moving 20,000 to 30,000 cases in roughly 20 trucks each day. Since 1984, Nassau Provisions is growing steadily, doubling its size in recent years, guided by a clear focus on improving how the business runs, raising the bar on service, and investing in tools that help teams work smarter.

Shay Hirji, Director of IT, Quality & Control for Nassau Provisions, brings that philosophy into every technology decision. He's focused on practicality and momentum by automating the work that slows people down, reducing manual tasks, and giving teams more time to focus on customers and operations rather than administrative cleanup. As Shay says, "We try to automate as much as we can and eliminate as many manual tasks as possible."

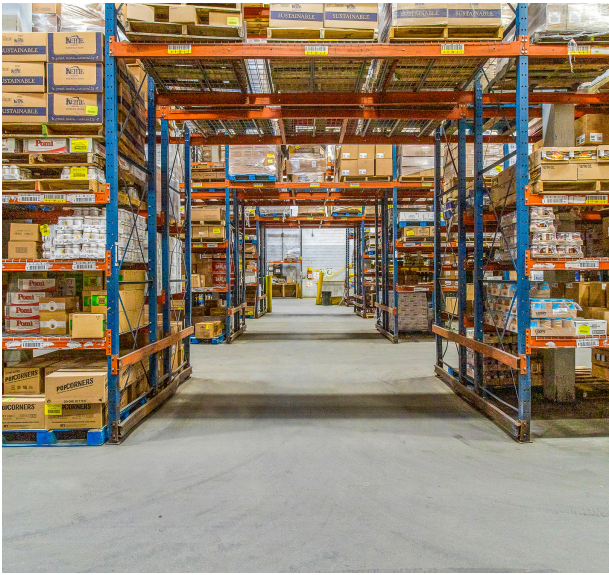
That goal shapes Nassau Provisions' systems roadmap and led them to Net at Work, Acumatica, and Prime Food Services software, a food distribution industry solution developed by Net at Work.

ERP BUILT FOR FOOD DISTRIBUTORS

Nassau Provisions' team made a major shift when they moved off their previous legacy ERP system. The old system was designed with food and beverage in mind, but it didn't give Nassau Provisions what they needed on the accounting and reporting side as the business matured. Shay and the team began looking for stronger financial visibility and a platform they could build on.

They selected Acumatica as the foundation and paired it with Prime Food Service to match the realities of food distribution. Prime Food Service supports the day-to-day requirements that food distributors rely on, including catch weights, bottle deposits, and order guides. The fit lets the team focus on improving processes instead of building workarounds. "Acumatica couldn't work for us without it," Shay says. "Prime gives us the

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food industry specific functionality.”

The benefits of a ERP designed for the food industry becomes obvious when growth accelerates. After the implementation, Nassau Provisions purchased a competitor and absorbed roughly 50% more volume almost overnight. The team added seven new salespeople, expanded its footprint, transferred inventory, and preserved customer history through the transition. Shay says it’s the kind of change they simply could not have pulled off previously.

It was a move that fits Nassau Provisions’ leadership culture. Shay describes the owners as sharp, forward-thinking technology investors who see Acumatica as a sound financial investment with clear ROI. Shay says the ROI is straightforward. “It’s been a good financial investment. The owners are happy — thrilled even.”

AUTOMATION BECOMES A WAY OF WORKING

For Nassau Provisions, automation is a standing commitment. If a workflow still depends on manual steps, duplicate entry, or someone’s memory of how it’s done, it’s a candidate for improvement. The goal is to make routine work more consistent and exceptions easier to catch.

Acumatica makes this possible because it’s highly configurable. With help from Net at Work, Nassau Provisions can keep adjusting workflows as the business evolves, without turning every change into a massive project. Shay is comfortable making software enhancements when they remove friction and protect accuracy. Net at Work helps translate those ideas into practical updates, with a disciplined approach that keeps changes organized, tested, and ready for adoption.

The benefits of the automations are compounding. The team uses business events and notifications to flag exceptions early, including checks that prevent issues like duplicate credits. Credit hold and approval logic also becomes more consistent, with holds triggered when accounts are past terms or over limit and credits routed through structured approvals. On the finance side, Net at Work supports bank-related automation including NACHA file processing and ACH payments, and Nassau Provisions continues to formalize AP workflow so invoices move through matching and approvals in a repeatable way.

Automation also shows up in order flow, where speed matters most. The field team uses an integrated mobile ordering app to take orders and process returns, then pushes those transactions into Acumatica so the work doesn’t have to be re-entered downstream. That reduces rework and keeps order entry consistent, even when



volume spikes. Shay sums up the impact in simple terms: “It changed our lives.”

A PARTNERSHIP THAT KEEPS MOMENTUM HIGH

The company’s relationship with Net at Work deepens as the platform evolves. Shay values responsiveness, but he also values structure. There’s always another improvement worth making, and there’s always a priority decision to be made.

Through Net at Work’s Customer Experience Plan (CEP), Nassau Provisions has a consistent rhythm for optimization. The two teams meet regularly, review what’s open, align on priorities, and map out the next wave of improvements. Shay appreciates that Net at Work brings the right resources to the table and approaches problems thoughtfully, often looking at low-code or no-code paths first. “Net at Work is like an extension of our own team,” he says. “We don’t have to worry about counting hours, and they help us get the most out of the software.”

WHAT’S NEXT IS MORE INSIGHT, EARLIER SIGNALS

Shay describes the platform as something that keeps evolving in ways Nassau Provisions can actually use. As new capabilities roll out, the team can adopt what fits, test it carefully, and keep moving forward without disrupting the day-to-day.

He’s especially interested in the direction Acumatica is taking with AI-driven anomaly detection. For a high-volume distributor, earlier signals matter. When the system can help surface exceptions sooner, spot unusual

patterns, or flag items that deserve a second look, the team will spend less time hunting for problems after the fact and more time staying ahead of them.

Nassau Provisions is also intentional about staying close to the publisher’s roadmap. Shay plans to attend Acumatica’s annual user conference to learn about what’s next and identify what makes sense to apply within his own organization. His goal is to keep strengthening the foundation, keep tightening workflows, and keep adding practical automation that helps the business serve customers well as it grows.

BUILT TO KEEP IMPROVING

Nassau Provisions is the kind of company that continually invests in improving how the business runs, without losing sight of service. With Acumatica food distribution ERP, Nassau Provisions has a foundation that supports stronger accounting and reporting, handles the realities of food distribution workflows, and creates room for ongoing automation.

Shay and the team keep looking for the next workflow to tighten and the next manual step to remove, while protecting the service experience customers count on. With Net at Work alongside them, Nassau Provisions has the structure, expertise, and forward momentum to keep improving the way the business runs — no matter how fast it grows.