

CUSTOMER SUCCESS STORY

Friendly Systems Lays the Foundation for Growth at Premier Utilities

Premier Utilities

Company Profile

Type of Business

Distributor of Water and Sewage Supplies

Headquarters

Mableton, Georgia

Other Information

Established in 1998
3 Warehouse Locations
21 Employees
\$20 Million Revenue

System Profile

Sage MAS 200

- General Ledger
- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- Inventory Management
- Sales Order Processing
- Purchase Order Processing
- FRx Financial Reporting
- Customized Reports
- Custom Office

Friendly Systems MAS 200 Enhancements

- Multi-Locations for MAS 200

Established in 1998, Premier Utilities is a family-owned distributor of water and sewage supplies. With 3 warehouses throughout metro Atlanta and 21 employees, they pride themselves on delivering top notch customer service to construction clients that lay pipe in the ground before any building can begin.

Laying the Groundwork

When Premier Utilities opened its doors in 1998, they ran their operation using Peachtree Accounting which performed just fine. However they experienced an explosion of growth in 1999. Chris Loya, General Manger, recalls, "We doubled in size almost overnight and discovered that Peachtree could no longer handle our data volume." That's when Friendly Systems, a business software provider in Atlanta, stepped in. Based on their evaluation of Premier Utilities' business, Friendly Systems recommended a change to Sage BusinessWorks which would easily handle the increased data volume while supporting their operational needs. Because BusinessWorks was developed by Sage Software - the same makers of their existing Peachtree Accounting system – it would be up and running quickly with a short learning curve and minimal interruption in operations.

The transition was smooth and things ran nicely



until a couple of years later when there was yet another significant change. "The owners decided they wanted to grow the business by adding multiple locations," states Loya. "The additional warehouses would allow us to expand our distribution channel and provide quicker delivery to our customers while also taking advantage of walk-in business at strategic locations throughout Atlanta." Once again it was time to evaluate a new business system that would support key elements of this aggressive growth initiative including multiple warehouses, remote system access, and detailed inventory reporting & analysis. Loya recalls, "Without hesitation, we turned straight to Friendly Systems for guidance. While we are experts in pipe work and construction, we didn't even know where to start when it came to

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Challenge

Implement a business system to provide a foundation for aggressive growth as well as tools to maintain a tradition of top-notch customer service.

Solution

Sage MAS 200 providing support for multiple warehouse locations with reporting & analysis to predict inventory stocking requirements.

Results

Outstandingly accurate and timely reporting that supports 12 inventory turns per year, reduction of inventory write-offs and support for 3 warehouse locations.

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- Chris Loya
General Manager
Premier Utilities

upgrading our technology in order to support our new business plan.” Although Premier Utilities evaluated several software applications, they ultimately decided to move to Sage MAS 200. “Not only did we highly value Friendly Systems’ recommendation, we also had a very close relationship with one of our key vendors who was using MAS 200 and was very happy with it,” adds Loya.

The Transition Is Fluid

Once again, they experienced continuity in upgrading to a more powerful system that was developed by the makers of their current software resulting in a short implementation cycle and smooth transition. Loya says, “We were up and running in 2 weeks and with only 40 hours of training. I credit most of the success and quick transition to Friendly Systems’ expertise and excellent training approach. At the time, we had 15 employees in operations and were able to rotate the training schedule so that business was never interrupted. It was almost like leaving on Friday and returning on Monday to a system that looked and felt a lot like our previous one ... but much more powerful.” Friendly Systems Multi-Location Enhancements to Sage MAS 200 facilitated its use to help Premier Utilities grow from one to multiple branches.

More Than a Pipe Dream

Today, operations are fluid across the board from inventory control to customer service and accounting. Loya exclaims, “Even though our operations have tripled in size in just a few short years, productivity is up and we’ve been able to

maintain the same high level of customer service without additional service personnel.” Using detailed transaction data and customer history, they can quickly answer questions over the phone without having to research the issue and call the customer back. Loya adds, “There is less paper around the office and more information available in our MAS 200 system which has helped us cap the soft costs of expanding.”

In the warehouse, Premier Utilities relies heavily on the data in MAS 200 to determine stock levels and make purchase decisions while avoiding inventory obsolescence. “Because we’re small and have a great system in place, we are achieving 12 inventory turns per year and have been able to maintain that for a while now,” states Loya. He adds, “We have less than a small pallet of dead inventory between all 3 branches. Last year we wrote off only \$2,000 in inventory on over \$20 million in sales. That’s outstanding!!!” This balancing act requires a reliance on accurate data. “I can’t put a dollar figure on the peace of mind I have in knowing that the information and reports are reliable. Our two remote branches interact frequently with the system and the integrity of our inventory remains outstanding.”

Loya closes in saying, “Friendly Systems has held our hands for 8 full years and it’s hard to imagine achieving the success we’ve had without their guidance. They’re always quick to respond when we need them and we will continue to rely heavily on their expertise and knowledge to support our operations as the business continues to grow and evolve.”

About Friendly Systems

Friendly Systems strives for long lasting, friendly business relationships built on mutual trust and respect. Since 1982, we’ve found that businesses appreciate our conscientious, experienced staff who can implement business software solutions and who stand behind their work. We think “out of the box” to help save you money and provide more value. We offer a variety of services and can meet your needs with the most appropriate products and tools such as Sage Accpac, Sage MAS 90 & MAS 200 and Sage BusinessWorks. Friendly is also an authorized Master Developer which means we are authorized by Sage Software to modify and enhance MAS 90 and MAS 200 source code.



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