

ENGRAVERS DEPOT

A SAGE 300 ERP DISTRIBUTION SUCCESS

“I COULDN'T ASK FOR A BETTER SUPPORT TEAM. EVERY DAY I THINK HOW MUCH TIME, MONEY, AND EFFORT WE'VE SAVED BY STICKING WITH SAGE 300 ERP.”



Engravers Depot Inc. is a wholesale distributor of engraving equipment and supplies. The nine-year old company serves a vast array of industries, from jewelers, machinery manufacturers, hospitals, to the military. Its products are shipped all across Canada. Three years ago, Engravers Depot implemented Sage 300 ERP as its end-to-end business management solution — and has been reaping the rewards ever since.

Expanding On a Proven Solution

“We were already using Sage 300 ERP for general ledger and accounts payable functions, and had been ‘borrowing’ our major supplier’s distribution and order entry software since starting the business,” recalls Pat Bagley, president of Engravers Depot. “But when our supplier switched to J.D. Edwards, we decided to go our own way.” Bagley met with BAASS, a local Sage Software Business Partner, and experts with Sage 300 ERP. “BAASS listened to our unique requirements for the software and showed us how they could customize Sage 300 ERP to meet them.” Bagley was impressed with the consultant’s deep product knowledge, and had BAASS implement the entire distribution suite of modules.

Customer Service Gets a Boost

Engravers Depot buys sheet stock of plastics or other materials and cuts those sheets to order for its customers.

The result is a complex matrix of sizes and prices. With an enhancement to Sage 300 ERP that BAASS developed, staff can enter the dimensions of customer orders and the system accurately calculates the price.

Providing professional, personalized attention to its large and loyal customer base has always been a priority for Engravers Depot. Bagley appreciates the Customer Purchase History function in Sage 300 ERP, which allows staff to quickly research customer purchase history — what was purchased, when, in what quantity, and at what price. “When a customer is ordering supplies, they often need more of what they ordered last time and it’s fast to add those items from history to the new order,” says Bagley. Sage 300 ERP ably supports the various price levels Engravers Depot offers its customers, ensuring each customer is charged the right price every time.

Strong Inventory Control

Physical counts of the company’s 4,000 square foot warehouse used to take days. With Sage 300 ERP, Engravers Depot is able to perform smaller ongoing cycle counts of just a portion of the warehouse. “It’s so much easier and less disruptive,” says Bagley. “Because it’s so easy to do, we’re able to perform more frequent, smaller counts which helps ensure a more accurate overall inventory.

Carving Out The Numbers

Bagley uses a Sage 300 ERP Option called Sales Analysis which enables her to look at sales data in ways never before possible. Sales Analysis includes dozens of standard reports, each of which can be customized using Crystal® Reports. With help from BAASS, Bagley has created a series of commission and sales history reports that detail sales by customer, invoice, and item and can be viewed as yearly, quarterly, or period reports. “It gives me a great perspective on the sales activity of the business,” states Bagley. “I’m able to compare the current year to prior year, or isolate certain periods for comparison to identify seasonal trends. While I’m viewing the reports, I can even drill down on a summary number to get the details behind it. It’s very powerful.”

Smart Investment

“When our supplier visits, I can’t help but show them how easy Sage Accpac is to use, and how much we get out of the software — and for a much more modest investment,” says Bagley. “They continue to be impressed at what it can do and how easy it is to do it.” Bagley has nothing but praise for her consultants at BAASS, “I couldn’t ask for a better support team. Every day I think how much time, money, and effort we’ve saved by sticking with Sage 300 ERP — it continues to be a great investment.”