

CUSTOMER SUCCESS



Sage Pro Ushers in New Era of Accuracy at New Era Contract Sales

The Department of Defense (DOD) has little tolerance for contractor mistakes.

New Era Contract Sales (New Era) is a distributor to the DOD and other large industrial companies such as Boeing. When a government contract calls for 100 items, it usually requires shipping smaller increments to numerous locations. New Era is known for their ability to ship the right items within tight timeframes. But things didn't run so smoothly until Sage Software business partner Gilbert & Associates demonstrated the benefits of Sage Pro ERP during an online Web seminar.

Multiple Data Entry Errors Eliminated

Successfully contracting with the DOD requires specialized sales order processing while handling very exact fulfillment needs. New Era's antiquated accounting system could not support day-to-day demands of doing business efficiently. Information had to be entered several times into separate disjointed systems, increasing chances of data entry errors while adding costly time delays causing shipment problems, billing inaccuracies, and late customer payments.

"The Sage Pro integrated system eliminated chances for human error when transposing entries from one system to the next," says Brenda Zieber, vice president of New Era. "We've cut down errors by over 80 percent. Once data is entered, it is instantly accessible across the board for any number of uses by any number of people."

Since information is no longer in several non-integrated systems, it's easy to provide quick and accurate answers to questions. Customers and vendors have noticed the increase in service levels.

Superior Tracking Makes Vendors and Customers Accountable

The DOD charges major penalties when you don't meet delivery requirements. "If you're late on a \$6,000 order they could penalize you \$1,100, which is a disaster if your margin is only \$200," says Zieber.

CUSTOMER

New Era Contract Sales

Industry

Wholesale Trade – Durable Goods

Location

Tacoma, Washington

Number of Locations

One

System

Sage Pro

Modules in Operation

- Accounts Payable
- Accounts Receivable
- General Ledger
- Inventory Control
- Order Entry
- ProAlert
- Purchase Orders

CHALLENGE

Upgrade accounting system to support specialized sales order processing and fulfillment needs of the DOD. Information in separate systems causing shipment, billing, and customer payment problems.

SOLUTION

Sage Pro 200 ERP with available source code that can be uniquely modified to meet specialized business needs.

RESULTS

Tracks vendor requests and customer shipping; sales order process reduced from six to two minutes; specialized DOD shipping documents provided automatically saving over 100 hours each week.

“What really sold me on Sage Pro was the ProAlert feature. It tracks events and you can assign an action to each event, from sending e-mail to shipping. Using the customization feature, Gilbert & Associates made modifications to the line items level for our particular needs. We use it every day so nothing falls through the cracks. ProAlert tracks our acknowledgement requests to vendors upon receiving purchase orders. If there is no response, a second request is automatically sent. When there is no response to the second request, an automatic printout is made and we call the vendor. ProAlert does the same follow up with shipping from vendors so we are sure they will ship according to schedule.”

ROI More Than Expected for the Price

“I would have spent three times the amount for Sage Pro. The value is phenomenal. With the improved productivity of it over our previous system, I’m saving that much each year, every year from now on.”

“What we love about Gilbert & Associates is that they actually listen. They come to your company and watch what you do, and then ask what you want to be able to do. And then give you exactly what you want—Sage Pro. That’s unheard of,” Zieber says excitedly.

It only took four months to get all the modifications completed and everything up and running. “New Era was using one of the Sage Software legacy products, ACCPAC VisionPoint,” explains Earl Hunt, sales manager at Gilbert & Associates. “We were able to migrate the data from VisionPoint to Sage Pro. There were advantages to upgrading. The Conversion Utility seamlessly converted all of their existing data without having to work across two systems manually keying in thousands of transactions.”

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—Brenda Zieber
Vice President and co-owner
New Era Contract Sales

Thanks to Sage Pro, New Era is doing more with less. “Enough time has been freed up to pursue new business opportunities,” Zieber says proudly. “The sales order process has been reduced from six minutes down to two minutes. Instead of working 70 hours a week we work 40 hours and get much more done.”



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