



NEXTSTEP – The Perfect Fit For Perfect Order

A MAS 90® Distribution Solution

Client Profile

Perfect Order, Inc. is a regional systems integrator focusing on the design, implementation and maintenance of mission-critical computing environments. Partnering with companies such as Sun Microsystems, Cisco Systems, Oracle, and Veritas, they deliver enterprise-level solutions to America's Fortune 1000 companies. Seventy high-level consultants provide a broad range of services, including network security analysis, database design, and eCommerce implementation. Recognized by the industry as a highly successful and qualified Value Added Reseller, Perfect Order, Inc. has experienced phenomenal growth over the last decade. Headquartered in Mechanicsburg, Pennsylvania, Perfect Order was named the fifth fastest-growing company in Pennsylvania for the year 2000, and they continue to expand services and staff. This year's revenues are expected to top \$60 million.

Out With The Old?

The ability to integrate their accounting software with other mission-critical applications, and to provide access to essential data at each of their five locations is crucial to this fast-growing technology firm. However, seemingly simple tasks proved difficult to master, and the integration between the application software and front office tools that they touted to their own client base went unrealized in-house. The staff's morale slumped as they rekeyed data and struggled to bring necessary figures together in reports. Their existing accounting system software just did not meet the needs of this dynamic company.

President Bob Joyce and Business Development Manager Vickie Turjan went searching for a solution and found one where they least expected it. Their new software solution offers web based reporting, and dynamic data exchange with their proprietary quoting

software. Managers from remote offices have immediate, real-time access to the data they need. Graphical reports, tailored to the needs of each manager, are easy to produce and distribute. Employees who once endured the redundant data entry tasks are now amazed at the efficient single point of entry and high degree of integration of the new solution. What software turned their business operations around? It's the same software they'd owned all along—MAS 90.

It's All In The Implementation

As they began the search for a replacement software solution, Bob Joyce and Vickie Turjan recognized that even after they found a solution, the implementation could take upwards of six months. Therefore it seemed worthwhile to investigate an interim solution to make their MAS 90 installation more functional. They were



Bob Joyce, President finds MAS 90 perfect for Perfect Order's demanding requirements

initially discouraged by conversations with two area resellers that left them feeling more knowledgeable of the product than the resellers. Fortunately, they were ultimately referred to South Central Pennsylvania's premier MAS 90 reseller, NextStep. NextStep went to work analyzing the current implementation of MAS 90 and contrasting it to Perfect Order's needs and goals.

"We have competitors running Oracle. They're spending much more, and not getting any more than we are from MAS 90."

Using their extensive technical skill combined with broad product knowledge, NextStep's staff made several initial suggestions. When these were implemented, an immediate increase in productivity was realized. Perfect Order, Inc. then made the decision to hire NextStep to re-implement their MAS 90 software. Vickie Turjan notes that after the implementation, "We really took off; there was a radical impact on our efficiency and the insights into our business data." Bob Joyce contrasts before and after the re-implementation, "The software was defining how we ran our business. NextStep showed us how we could adapt the software to the way we do business."

Automated Imports

In this industry, prices change frequently and new products are constantly being added. With an inventory of over 400,000 parts, maintaining the database would be a full-time job. Fortunately, vendors provide the product data in electronic file format. Perfect Order imports these files into MAS 90 on a daily, weekly, and monthly basis, adding new items, and updating price and cost figures.

Utilizing MAS 90's Visual Integrator module, an automatic batch file runs at defined intervals to perform the imports without user intervention.

Perfectly Efficient Purchasing

At Perfect Order, virtually all products are drop shipped from the manufacturer. NextStep helped revamp the ordering process, from several cumbersome steps, to a single data entry step. Items entered on a sales order can be flagged for drop ship and a purchase order is automatically created for the items. The customer's address, sales order number and any comments from the sales order are transferred to the Purchase Order, making it simple to invoice the order once confirmation of shipment from the manufacturer is received.

So efficient is this method of managing purchases, that a single purchasing department employee is able to oversee \$40 million in yearly product sales. Bob Joyce explains, "MAS 90 is the center point of our business processes; it is unusually valuable to us."

Perfect Tools

With over one hundred managers, staff, consultants, and salespeople stationed in five separate locations, disseminating current corporate financial data and customer order activity can be a challenge. Perfect Order makes use of two impressive tools to keep employees at each location up-to-date.

The Business Alerts module generates an automatic Email message whenever a specified criterion is met. "We have leveraged this tool heavily," states Bob Joyce. Perfect Order has configured alerts to notify a sales representative each time an order for one of their customers is created. Orders over a specified amount generate an Email message to the sales manager. An overdue invoice prompts a gentle reminder to the sales representative.

The Business Insights module gives the company's busy managers access to key business information in the form of visually effective text and graphics. Business Insights is displayed within the MAS 90 Launcher

and can be accessed directly with Microsoft Internet Explorer, Outlook, or Digital Dashboard. The view each individual sees is customized by selecting from 12 key reports, determining the order in which the information appears, and deciding how much detail is displayed. Managers receive continual feedback on the data most important to them, increasing their effectiveness and enabling them to make better business decisions.

The Future Looks In Perfect Order

"We're not looking to change," Bob Joyce says about MAS 90, "We have competitors running Oracle. They're spending much more, and not getting any more than we are from MAS 90."

Vicki Turjan echoes the sentiment, "We are committed to moving forward with MAS 90, and NextStep will be right there with us."



MAS 90's inventory system helps Perfect Order track over 400,000 parts

Headquartered in Lancaster, Pennsylvania, our firm has specialized in MAS 90 and MAS 200 by Best Software since 1989.

Our extensive experience, exceptional service, and broad expertise assure you of our ability to solve even the toughest business problems.

If you would like to fine-tune your firm's approach to distribution, we would like to talk with you and see if MAS 90 is the right solution for you.



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