

CUSTOMER SUCCESS



Goss Torches Blaze With Sage MAS 500

When the going gets hot, skilled tradesmen turn to Goss. For more than 60 years, Goss Inc. has manufactured torches for cutting, welding, soldering, and brazing. Goss offers a diversified line of equipment that is used by welding, plumbing, heating, HVAC, and roofing professionals around the world.

Goss Inc. is a third-generation manufacturing firm on the outskirts of Pittsburgh, selling exclusively through distributors and a network of independent manufacturer’s representatives. They pride themselves on competitive pricing and superior quality. Goss products are so sturdy that Plumbing & Mechanical Magazine gave them a coveted kudo, calling their equipment “the most indestructible in the industry.”

Getting Better Equipped

In late 2000 Ken Goss, the company’s vice president, found himself in a quandary. He was on his second financial system in just eight years when the software manufacturer went out of business. “I searched high and low, looked at all the players and ran the products and resellers through the gauntlet,” he says. “In addition to product functionality, I looked for a provider that was big, stable, and had the resources to keep up with technology. I didn’t want to have to change systems again for a very long time.”

Beyond stability, Goss required flexibility. “One of the advantages of a mature business is getting your processes down to a science,” he notes. “We can get an order through here very quickly, and I didn’t want to change our operations just to conform to the structure of some software product. But most of the systems I looked at required just that.”

Equipped for Success

Then Goss found Sage MAS 500. He was immediately impressed with the Microsoft-based architecture, which allowed him to run his business on 100 percent Microsoft-based technology including Windows and Microsoft SQL Server.

Customer:

Goss, Inc.

Industry:

Welding equipment distributor and manufacturer

Location:

Glenshaw, Pennsylvania

Number of Locations

Two

Number of Employees

75

System:

Sage MAS 500

- eExecutive
- General Ledger
- Accounts Payable
- Accounts Receivable
- Cash Management
- Inventory Management
- Purchase Order
- Sales Order



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CHALLENGE

Obtain a reliable, robust business management solution that provides ample functionality and flexibility to handle complex manufacturing and distribution requirements.

SOLUTION

Sage MAS 500 ERP financial and distribution modules.

RESULTS

Simple installation and maintenance; streamlined automation from A to Z; multiple warehouse management; precise inventory and GL control; easy customization; highly flexible and functional; improved efficiency.

"It was perfect for an intermediate-level computer user like me," he says. "With an intuitive interface, Sage MAS 500 was simple to install and painless to maintain. I was surprised how easy it was to learn." He adds that doing most of the implementation work himself brought an enormous cost savings.

Goss discovered he could also customize Sage MAS 500 without difficulty. "No system does everything you want right out of the box," he says. "But Sage MAS 500 came pretty close. Our reseller's thorough knowledge of our requirements and the product's functionality allowed us to formulate the necessary customizations, which we handed off to the Professional Services Group at Sage Software. They didn't fight me on changes. In fact, they cooperated until I had a system tailored to our exact needs. I can't stress enough how easy it was to work with the Sage Software team."

Goss uses Sage MAS 500 for sales order entries, item picking, invoicing, receiving, payables, and general ledger. Pick tickets and invoices contain data arranged exactly the way Goss required, for a consistent format that customers appreciate.

The system handles diverse pricing schemes and produces custom reports, such as summary addresses. "Most software products load too much data into reports. I like being able to just see the basics when that's all I need," Goss says.

Sage MAS 500 provides a seamless system, so orders can be processed and shipped directly from any of their various warehouses, exactly as if inventory was stored on-site. "The multiple warehouse functionality is great for us," Goss says, "both in terms of letting us control GL numbers and for looking up inventory quantities at any location."

Goss says he's confident about the company's future with Sage Software. "Quality products and a strong relationship with our distributors have enabled us to consistently increase our market share," he says. "So it's important that we now have a system like Sage MAS 500—from a trusty partner that operates with the same long-term values as we do."

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Sage Software supports the needs, challenges, and dreams of more than 2.7 million small and mid-sized business customers in North America through easy-to-use, scalable, and customizable software and services. Our products help manage a complete range of business functions including: accounting, operations, customer relationship management, human resources, time tracking, merchant services and the specialized needs of the construction, distribution, healthcare, manufacturing, nonprofit, and real estate industries.

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