

CUSTOMER SUCCESS



Sage MAS 500 Powers Operations for Mastry Engine Center

Mastry Engine Center is a distributor of marine and industrial engines, as well as a manufacturer of generators and pump sets. The company supports more than 600 dealers and customers throughout the Southeastern United States and the Caribbean. For more than 40 years, the Mastry family has owned and operated the company based on a strong tradition of technical expertise and exceptional service. Today the company generates in excess of \$40 million in annual revenue from 4 warehouse locations. In order to keep its operations finely tuned, Mastry Engine Center relies on the power and flexibility of Sage MAS 500 ERP and KnowledgeSync by Vineyardsoft Corporation.

“Both Sage MAS 500 and KnowledgeSync are phenomenal and absolutely essential to our operations,” says Sean Schrader, general manager of parts, purchasing, and IT at Mastry Engine Center.

Mastry Engine Center implemented Sage MAS 500 in 2004, replacing an older Unix-based system that had inventory and order entry capabilities but no accounting functionality. “Before we decided on Sage MAS 500 we looked at Microsoft Dynamics and Everest by Accware,” recalls Schrader. “Sage MAS 500 fit our requirement for an integrated accounting, manufacturing, and distribution solution. And our local Sage Software Business Partner is exceptional — their commitment to service helped us make our decision.”

Rev Up eCommerce

Utilizing the Sage MAS 500 eCustomer module, Mastry Engine Center launched a business-to-business storefront where its customers view their own customer-specific pricing and can place orders directly from the site. Customers also are able to query stock levels and monitor their account status by viewing outstanding orders and credit-related information. It is convenient for the customer, and saves time in the Mastry Engine Center customer service department.

When the order is submitted the sales representative assigned to that customer receives an e-mail notification so that they may review, approve, and print the order.

“This notification system is critical to us—it keeps the order process moving,” explains Schrader. “We appreciate that we can customize the e-mail message to include the specific information that both our customers and our staff need.”

Customer:

Mastry Engine Center

Industry:

Wholesale Distribution

Location:

St. Petersburg, Florida

Number of Locations: 4

Number of Employees: 76

System:

Sage MAS 500 ERP

- General Ledger
- Accounts Payable
- Accounts Receivable
- Inventory Management
- Sales Order
- Inventory Replenishment
- Purchase Order
- eCustomer
- Warehouse Automation
- Advanced Manufacturing

KnowledgeSync by Vineyardsoft Corporation



CHALLENGE

An outdated Unix system lacked accounting and manufacturing functionality. Mastry Engine Center sought an integrated solution capable of growing with the company.

SOLUTION

Sage MAS 500 is a scalable, flexible, and extensible solution that combines accounting, distribution, manufacturing, and business intelligence functionality.

RESULTS

The parts revenue has grown 20% since implementing Sage MAS 500 without the company needing to add any additional staff. Automated alerts and communications save manual effort and keep operations on track.

Approximately 45 percent of the company's parts orders now are received through the eCustomer Web site. "It's a hands-off system requiring very little interaction from our staff. As a result, we've been able to significantly increase our capacity without increasing our staffing levels."

In fact, while its parts revenue has grown by more than 20 percent, the company has not increased its work force since implementing Sage MAS 500.

Speed Distribution

A short distance from the company's main receiving warehouse is a secondary warehouse, where some assembly is performed before shipping the finished product. Warehouse personnel now receive an e-mail from the system when parts destined for the secondary warehouse arrive at the main warehouse. They then make the trip to pick them up.

"Before Sage MAS 500 WMS, our staff would make the trip to our receiving warehouse several times a day to determine if a needed part had come in," says Schrader. "This messaging capability allows staff to be more productive and keeps the process moving."

The Sage MAS 500 Inventory Management module allows Mastry Engine Center to track the serial numbers of the equipment it distributes for warranty and it supports the kitting functionality that streamlines the company's assembly process.

Tight inventory control is a priority at Mastry Engine Center. "We keep close to \$9 million worth of parts and engines in stock, and over 35,000 SKU's so it's imperative that we keep close track of it," says Schrader.

Drive Business Intelligence

KnowledgeSync, a Sage Software Endorsed Solution, serves as a conduit of business intelligence at Mastry Engine Center. KnowledgeSync monitors the system for critical business conditions and notifies employees of key events. The warehouse staff notifications and the eCustomer order staff notifications are both courtesy of KnowledgeSync. "There is a lot going on here each day, yet KnowledgeSync makes certain the events

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we care about won't get overlooked," Schrader says. "We also have plans to implement these alerts in several other areas of the business."

Keep Pace With Growth

Schrader appreciates the scalability and extensibility of its Sage MAS 500 solution. "We started with the core accounting and distribution modules and then, as our business grew and changed, we added eCommerce, warehouse automation, and manufacturing capabilities. We also have access to dozens of third-party products that integrate with Sage MAS 500."

Mastry Engine Center is currently implementing the Sage MAS 500 manufacturing suite of modules to support the more complex manufacturing cycle of the company's pumps and generators. "We wanted a modular solution that could grow with us, and we found it with Sage MAS 500," adds Schrader.

"Sage MAS 500 is responsible for a huge improvement in our operations," concludes Schrader. "It's a dynamic and flexible product and we continually find new ways to put it to work for us!"

If you would like to learn more about Sage MAS 500 ERP, please visit www.sagemas.com or call 1-800-854-3415 to speak with a representative today.

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