

## CUSTOMER SUCCESS



## Timbercon: Faster Fiber Optics With Sage MAS 500

Timbercon prides itself on being the Pacific Northwest's premier provider of fiber optic connectivity products, with "photonic design at the speed of light." Beginning just seven years ago in the co-founder's extra bedroom, Timbercon is now a multimillion-dollar manufacturer, named one of the region's fastest growing private companies by the Portland Business Journal. Products include its flagship Armadillo Loopback, cable assemblies, attenuators, specialized military applications, and industrial solutions for harsh environments.

With the move from distribution to serious manufacturing, Timbercon maxed out its Peachtree by Sage financial system. "We needed an in-depth understanding of our manufacturing processes, including shop floor control," explains Rebekah Garringer, controller. "We also needed a modular system that could serve us through at least five years of sustained growth. After looking at several midsized solutions, Sage MAS 500 ERP emerged as superior for manufacturers."

### Strategic Decisions

Timbercon now manages all operations with Sage MAS 500. Advanced Manufacturing, Inventory Management, Inventory Replenishment, and Material Requirements Planning (MRP) modules provide detailed, real-time data for manufacturing, and integrate with financial modules for an end-to-end business solution.

"Sage MAS 500 lets us make better strategic decisions concerning products," says Garringer. "We have been able to pinpoint where problems lie, determine which products generate the best margins, even which operators perform the best, and then make changes that improve the bottom line."

### Easy Integration

"Sage MAS 500 allows us to enter data just once," says Garringer. "The system automatically populates fields in other modules and remembers the proprietary part numbers customers assign to our products, so we don't have to reinput them on each order. This saves us about 10 percent of the time spent on order entry. The Shop Floor Control module consolidates data on work order material issues, inquiries, and labor start and end times, allowing data entry on a single screen for further efficiencies."

### Customer:

**Timbercon, Inc.**

### Industry:

Fiber optics manufacturer

### Location:

Lake Oswego, Oregon

### Number of Locations

Two

### Number of Employees

96

### System:

#### Sage MAS 500

- General Ledger
- Accounts Payable
- Accounts Receivable
- Cash Management
- Inventory Management
- Sales Order
- Purchase Order
- Advanced Manufacturing
- Advanced Planning & Scheduling
- Shop Floor Control
- Data Migrator
- Alerts
- eExecutive
- Material Requirements Planning (MRP)

### CHALLENGE

Rapid corporate growth meant that Peachtree business software could no longer support heavy-duty manufacturing requirements, or meet company's future needs.

### SOLUTION

Sage MAS 500 with full complement of financial, distribution, and manufacturing modules for improved operational management.

### RESULTS

Sage MAS 500 cut order query time by 80 percent; electronic communications with customers is saving each salesperson three hours a week; automated field population saves 10 percent in order entry time.

The sales department likes the quick lookup features in Sage MAS 500. "You can perform one-touch drill downs in the database from anywhere in the system, and distill data to the precise nugget you need," Garringer notes. "Salespeople can enter an order for a customer, click, and know practically everything about that customer, such as their ordering history, payments, and open orders. Sage MAS 500 has cut 80 percent of the time spent on customer queries, since sales staff no longer leave their desk to go find answers from the production floor. They can also send customer forms and notifications by e-mail, which has cut another three hours of work per salesperson every week."

#### Virtual Locations

Timbercon uses the Sage MAS 500 Inventory Management module to create virtual warehouses, separating inventory by type or usage. "We can hold inventory aside for inspection by putting it in the virtual QC warehouse," explains Garringer. "An item might exist in several virtual warehouses at once, but it's still very easy to find within the system."

The Sage MAS 500 Alerts module sends automated e-mail notifications to sales and purchasing managers with new sales order information. Alerts also notifies the finance group whenever the bank account dips below a preset amount, and production and operations managers whenever rework time exceeds estimates on the work order.

"Our COO and president really appreciate the e-Executive module," says Garringer. "It tells them at a glance how many sales orders have entered the system in the past two weeks, where we stand to budget, AR balances, and which inventory items are most popular. They can find all this out with the click of a button, rather than having to do research in the system, saving them valuable time."

Garringer is so enthusiastic about the system upgrade that she sends out a Sage MAS 500 tip of the week to co-workers. "We love Sage MAS 500," she says. "I couldn't do my job without it."

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