



## CUSTOMER SUCCESS STORY

**CUSTOMER**

Artistic Tile, Inc.

**INDUSTRY**

Luxury tile and stone

**LOCATION**

Secaucus, New Jersey

**Number of Locations**

Six retail showrooms, one wholesale distribution center

**Number of Employees**

95

**SYSTEM**

Sage MAS 200

**Modules in Operation**

- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- Business Alerts
- Crystal Reports®
- Custom Office
- FAS Asset Accounting
- General Ledger
- Inventory Management
- Purchase Order
- Return Merchandise Authorization (RMA)
- Sales Order
- Visual Integrator
- Work Order
- StarShip

## Artistic Tile Brings Art to Life With Sage MAS 200

An Israeli sculptor chisels rare Jerusalem stone. A master craftsman in Italy inlays semiprecious stones in a precise marquetry design. A New Jersey artist casts solid bronze in ancient Celtic patterns to create tiles of gothic mystery. These and other devoted artists have a kindred spirit in Nancy Epstein, who commissions hundreds of exclusive designs each year for her company, Artistic Tile.



Epstein first became involved in interiors when she designed furniture for her son's bedroom—and was hired as the cabinetmaker's designer. She expanded from cabinets to decorative plumbing, tile, and stone and eventually bought out the interest of the cabinetmaker in Artistic Bath and Tile, as the firm was then known. When local suppliers shrank inventories in tile and stone, she decided to become an importer herself. Her firm now contracts with tilemakers as far away as China, India, and Argentina.

In addition to hand-wrought luxury tile and stone products, Artistic Tile also offers decorative fixtures, fittings, accessories, and comprehensive professional design services.

Its showrooms can be found in some of America's most prestigious design locations, including downtown Manhattan and Washington, D.C.

**A Work in Progress**

For years Artistic Tile relied on Sage BusinessWorks Accounting as its accounting software. "Sage BusinessWorks is probably the easiest, most wonderful product out there for small businesses," says Nancy Epstein, president and founder.

But then the company grew. Its business system requirements became more complex. Coding inventory by dye lots, accessing stock information from multiple locations,

**CHALLENGE**

Upgrade to a system that can manage increasingly complex business and inventory requirements, including automating purchase orders and linking multiple locations.

**SOLUTION**

Sage MAS 200 financial and distribution modules.

**RESULTS**

Streamlined automation from A to Z; seamless data flow and easy access to critical data; enabled more efficient merchandise allocation; projected \$200,000 savings in reduced man-hours and errors.

"We hope to save \$200,000 a year in man-hour reductions and error elimination, thanks to Sage MAS 200. The system will pay for itself from decreased telephone bills alone."

—Nancy Epstein  
Founder and President  
Artistic Tile, Inc.

automating purchase orders and linking many retail showrooms was essential. And manual input of data with inherent redundancies was taking much too long. Epstein knew it was time for a more comprehensive system.

#### Unveiling the Masterpiece

Sage MAS 90 ERP, and later an upgrade to Sage MAS 200 ERP, provided an ideal answer. Hard work on the part of the reseller resulted in a fast, easy transition. Epstein reports that the system has been flawless ever since.

Artistic Tile now has a seamless system for managing all aspects of its business. The new system records which dye lots are in inventory. It makes warehouse information accessible to employees in remote locations. It automates the entire purchase order process, sends out bills to customers, cuts checks, and prepares aging reports, all at the click of the mouse.

"We hope to save \$200,000 a year in man-hour reductions and error elimination, thanks to Sage MAS 200," says Epstein.

"Before, we had to retype information into the purchase order system, as nothing was integrated. We were constantly calling the warehouse to check on stock status. The Sage MAS 200 system will pay for itself from decreased telephone bills alone."

Each department at Artistic Tile uses Sage MAS 200 in a different way. The bookkeeping group runs Accounts Receivable and Accounts Payable aging reports. Epstein uses it for stock status reports—which she can easily customize to show the information she needs most.

Salespeople have access to Sage MAS 200 so they can determine whether a specific material is available in the warehouse and when shipments are due to arrive. If stock is already committed for another customer, they can see who needs it first and adjust releases accordingly. This permits more efficient allocation of merchandise.

Remote management is another key feature of the Sage Software system. Epstein can now keep her finger on the pulse of each showroom simply by tapping into Sage MAS 200. "We have plans for consolidating into one main office, something that would never have been possible without Sage MAS 200," she says. "I foresee great possibilities for streamlined management—and related bottom-line savings."

## ABOUT SAGE SOFTWARE

Sage Software has been responding to the needs, challenges, and dreams of small and mid-sized businesses for over 25 years. With a complete range of business management solutions and services, Sage Software helps companies improve customer relationships, reduce costs, and automate and integrate a variety of operational activities. Its solutions support the specialty needs of a broad scope of industry segments, including manufacturing, distribution, construction, real estate, nonprofit, and professional services.



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