

CUSTOMER SUCCESS



Wireless Zone Hits the Airwaves With Sage MAS 200

“Unplugged but still connected” is the best way to describe customers of Wireless Zone. From Florida to Maine, dozens of franchised Wireless Zone stores offer mobile Web, office, and IP products and services, in partnership with industry leaders like Motorola, Nokia, Samsung, and Verizon. Customers can surf the Web from their phone, access news and stock information, forward e-mails, connect to a laptop or PDA, and access full Internet services while on the go.

Wireless Zone has been growing by several stores every month, which placed a huge strain on existing business systems. “We had a proprietary system that handled distribution, and warehousing,” explains Steve Lewkowicz, CFO. “But it couldn’t give us the financial information we needed. We searched for a full-service solution that did it all, including complete e-commerce functions, and were very pleased to discover Sage MAS 200.”

Awesome Automation

Sage MAS 200 goes to work the moment a customer places an order. All orders are made by franchise stores through e-Business Manager module. Customer service staff members review the order to double-check for availability, and use Sage MAS 200 to send pick tickets to the warehouse. They can also place a purchase order from their screen to arrange a drop shipment directly from the vendor.

“We’ve automated our processes from end-to-end, thanks to Sage MAS 200, from the receiving dock to shipping,” says Joe Clarizio, Director of MIS. “Incoming shipments are barcoded, and the system inputs serial numbers at the same time. A typical shipment contains between 500 and 1,000 boxes. Barcode scanning that includes serial numbers easily saves us an hour a day. Without it, we’d have to add another person in receiving.”

Processing Minus the Paper

The system has replaced paper systems throughout the company. “As soon as customers place an order, we e-mail a confirmation using Blytheco’s Faxmaster module, an enhancement for Sage MAS 200,” says Clarizio. “We also use the system to e-mail invoices every morning for the previous day’s shipments. This has totally eliminated paper bills and related manual sorting and mailing, an enormous job that used to require the equivalent of one day a week.”

Customer:

**Automotive Technologies, Inc./
Wireless Zone**

Industry:

Wireless store franchisor

Location:

Middletown, Connecticut

Number of Locations: 200+

Number of Employees: 60

System:

Sage MAS 200

- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- Bar Code
- Crystal Reports
- Custom Office
- e-Business Manager
- General Ledger
- Inventory Management
- Purchase Order
- Return Merchandise Authorization (RMA)
- StarShipLink



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CHALLENGE

Legacy distribution and warehouse systems provided limited financial reporting, and upkeep and maintenance were prohibitively expensive.

SOLUTION

Sage MAS 200 with complete set of financial, shipping and e-commerce modules for end-to-end automation.

RESULTS

Sage MAS 200 is saving an entire day's work a week in the billing department, plus an hour a day in receiving; operations in every department have been streamlined, supporting 10 percent annual growth without increasing staff.

Similarly, the Return Merchandise Authorization (RMA) module in Sage MAS 200 automates merchandise returns. "The RMA and e-Business Manager modules are integrated, making for a very smooth process for customers," Clarizio comments. "They can go to the Web site and look up the status of either their order or a return, freeing up our customer service group for more important tasks."

Fine Financials, Future Migration

Wireless Zone uses Sage MAS 200 to record receivables, maintain real-time inventory, process payables, reconcile bank statements, and generate all related reports. CFO Lewkowitz states, "Sage MAS 200 makes our finances very visible. Most of the reports we need on a daily basis come built-in with the software. When we need something special, we can create a report on the fly with Crystal Reports®. For large-scale historical reports that might otherwise tie up the system, we have the flexibility to offload to SQL Server, another wonderful feature of Sage MAS 200."

Clarizio considers the new system to be a smart move. "Sage MAS 200 is an excellent value for the investment, especially given the features built into its e-Business Manager and the Inventory Management modules," he says. "The system has worked perfectly since day one, with no downtime. We're also comforted by the upward mobility offered by Sage MAS 200. If current growth continues, we will definitely move up to Sage MAS 500 soon—and it will be great to migrate without leaving the Sage Software family of products."

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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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