



CUSTOMER SUCCESS STORY

CUSTOMER

Monarch Computer Systems, Inc.

INDUSTRY

Computer parts and systems retailer

LOCATION

Tucker, Georgia

Number of Locations

One

Number of Employees

43

SYSTEM

Sage MAS 200

Modules in Operation

- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- Bill of Materials
- Business Alerts
- FAS Asset Accounting
- General Ledger
- Inventory Management
- Purchase Order
- Return Merchandise Authorization (RMA)
- Sales Order

Monarch Computer Systems Takes Wing With Sage MAS 200

Founded in 1991, Monarch Computer Systems is a direct supplier of computer systems and related products, much like Dell or Gateway. At a 25,000 square-foot facility near Atlanta, Monarch's technicians use aggregate parts to build AMD processor-based desktop PCs and high-end servers.

Monarch is one of America's top 100 system manufacturers, with a rapidly increasing e-commerce presence. Recently honored with AMD's Crystal Wafer Award, Monarch is also distinguished as an Intel Premier Provider, a member of the Seagate VAR Partners Program, a Microsoft Gold Certified Partner and Certified Solutions Provider, and one of only six nVidia Select Builders worldwide.

Grounded by Sales Momentum

Monarch was content with its Peachtree by Sage system for years. Then something big happened in 1999—Internet sales. Almost overnight the e-commerce market propelled Monarch into flight. Last year alone, Monarch capitalized on over 80,000 discrete Web transactions.



"We jimmied up Peachtree for as long as we could, because we liked it so much," says Andrew Levy, Monarch's CFO. "But our volume required a mid-tier accounting system to stay successful."

They needed a software system that matched their business model, provided excellent management reporting and "... could help improve process flow and add integrity to the overall information flow."

The Power and Room to Grow

Sage MAS 200 ERP gave Monarch the robust power it needed. The end-to-end solution is fed by up to 14 databases, and

CHALLENGE

Acquire a system that has the power to manage large volume Internet sales and the accounting capabilities to support them.

SOLUTION

Sage MAS 200 and the Inventory Management, Return Merchandise Authorization and StarShip modules.

RESULTS

Resolved transaction / accounting issues; streamlined processes and increased efficiency; transformed the return department from a loss to a profit center; enhanced customer satisfaction; improved employee morale.

