

Quality Imaging Products “Inks” More Profits With Sage 100 ERP

Quality Imaging Products (QIP) likes being first. Named by *Inc. Magazine* as one of America's fastest-growing companies four years in a row, the toner and inkjet cartridge remanufacturing firm wanted to edge out its competitors in the world of e-commerce.

“Two years ago, we transformed the company from a technology-averse to a technology-rich environment,” says Martin Stein, president of QIP. “Although we'd had Sage 100 ERP* for years, we'd never taken advantage of its full functionality. Most processes were still paper based and required double or triple checks for accuracy. So, with the help of our reseller, we made a significant cultural leap, upgrading to Sage 100 ERP as our centerpiece, making all communications electronic, and adding modules like Sage 100 ERP eBusiness Manager, Sage 100 ERP StarShip Link, and Sage 100 ERP Return Merchandise Authorization (RMA). This let us launch our e-commerce strategy, improve front-office efficiencies and give our customers the services they asked for.”

More SKUs, Faster Fulfillment

Today QIP uses Sage 100 ERP to manage all operations, including manufacturing half a million toner cartridges a year, tracking 100 different product lines, managing an inventory of over 40,000 cartridges, and running a 30,000 square-foot state-of-the-art warehouse. Manual processes have been replaced with an end-to-end business system for everything from purchasing and payables to shipping. Integrated Inventory Management and Bill of Materials modules provide an accurate reading of how products are being used, and permit fine-tuning of inventory levels by SKU—essential for large customers who demand that their stock be maintained in separate SKU-based areas.

“Sage 100 ERP has let us decrease overall inventory levels while increasing service rates,” explains Matthew McGregor, business manager. “Total SKUs have gone up from 130 to more than 500, something we could never have done without Sage 100 ERP. We've refined our ordering patterns so we fulfill 99 percent of our same-day orders immediately.”

“On an executive level, we have real-time data on activities throughout the organization, such as sales by product or customer, inventory levels, and margins, which improves our decision-making and strategic planning.”

*Sage 100 ERP was named Sage ERP MAS 90 when Quality Imaging Products initially implemented this solution. The product names have been updated in this case study to reflect current naming.

Customer

Quality Imaging Products

Industry

Toner and inkjet cartridge remanufacturing

Location

Lake Forest, California

Number of Locations

One

Number of Employees

150

System

Sage 100 Standard ERP

- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- Bill of Materials
- Credit Card Processing
- eBusiness Manager
 - .inquiry
 - .order
- General Ledger
- Inventory Management
- Purchase Order
- Return Merchandise Authorization (RMA)
- Sales Order
- StarShip Link
- Work Order

Challenge

Differentiate from competition on customer service, speed, and efficiencies through e-commerce and end-to-end system integration.

Solution

Sage 100 ERP with full suite of modules, including eBusiness Manager, StarShip Link, and Return Merchandise Authorization.

Results

Order capacity increased by 100 percent, inventory turns by 10 percent, and overall business by 70 percent without corresponding increases in administrative staffing.

B-to-B E-Commerce

QIP customers access eBusiness Manager 24/7 to place orders, view photos of cartridges, review product descriptions, and check open invoices and ordering history. Credit card processing is fully integrated, too. "Our customers are some of the nation's largest private labelers and office supply retailers, and they're always looking for efficiencies," Stein notes. "They appreciate the convenience and time-savings of e-commerce, which few of our competitors can offer right now."

Orders go out through StarShip Link, a Sage 100 ERP module that automates shipping, maintains tracking information, and integrates tightly with both manufacturing and customer service. "By streamlining shipping operations, StarShip Link has allowed us to reassign two full-time employees to other positions, and makes it possible for customers to verify their own tracking data online," says McGregor.

The RMA module performs similar automation for returned merchandise. "Quality is the single most important differentiator in our industry, so we track every return by customer, date, item type, and source of failure," comments McGregor. "We'd been spending 250 hours a month to do this on paper and spreadsheets. The RMA module will cut these hours and permit more sophisticated reports that verify our quality edge in the marketplace."

Has the new system been a wise move? "Sage 100 ERP paid for itself in just a year," says McGregor. Business went up by 70 percent, ordering capacity increased by 100 percent, service levels improved by 15 percent, and order turns improved by 10 percent. Employee morale and customer satisfaction are both up as well.

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**Martin Stein, president
Quality Imaging Products**

"Sage 100 ERP will continue to be a central element in our strategic vision, helping us define an ever-stronger competitive niche and illustrating that quality is not just in our name, but in everything we do."

About Sage

Sage North America is part of The Sage Group plc, a leading global supplier of business management software and services. At Sage, we live and breathe business every day. We are passionate about helping our customers achieve their ambitions. Our range of business software and services is continually evolving as we innovate to answer our customers' needs. Our solutions support accounting, operations, customer relationship management, human resources, time tracking, merchant services, and the specialized needs of the construction, distribution, manufacturing, nonprofit, and real estate industries. The Sage Group plc, formed in 1981, was floated on the London Stock Exchange in 1989 and now employs 12,300 people and supports more than 6 million customers worldwide. For more information, please visit the website at www.SageNorthAmerica.com or call 866-996-7243. Follow Sage North America on Facebook at: <http://www.facebook.com/SageNorthAmerica> and Twitter at: <http://twitter.com/#!/sagenamerica>.