

CUSTOMER SUCCESS



Sage MAS 200 Earns Straight A's at UCLA for Data Management

As one of the nation's top 10 research universities, UCLA prides itself on attracting the best and the brightest students and faculty. Graduates have included renowned astronauts, healers, creators, scientists, statesmen, Olympians, Oscar winners, and Nobel Laureates.

Such a mammoth organization has a complicated procurement process. So UCLA maintains a dedicated Distribution Center for acquiring goods and services. The Distribution Center is a service unit for more than 10,000 university departments and handles up to \$10 million in commodities and services per year from campus-related forms to chemicals for research.

Outdated System Failing

The Distribution Center was running its operations with an outdated mid-range IBM system. It was not Y2K compliant, demanded three full-time programmer/analysts, and was very costly to maintain. When the group was restructured and plans were made to relocate to smaller quarters, a key action item was migrating to a new system—hopefully one that would take up less space, handle all management and accounting functions, and require little or no staffing.

Ismael Haro, programmer/analyst, took on the task of finding a new accounting system. He wanted it all: an off-the-shelf application that had a cleaner user interface and push-button efficiency, was fast and easy to install, and could be easily customized. Sage MAS 200 ERP was the clear winner.

Graduating to a Smarter System

After selecting Sage MAS 200, Haro had his new system up in less than a month. "With the help of my reseller, we tailored the package to UCLA's environment," he said.

The new Sage MAS 200 system interfaces with UCLA's mainframe to receive and input financial information. It imports and exports data files, recharges individual customer units, handles recurring orders for rentals, and bills for express package deliveries. Best of all, according to Haro, is how the system practically runs itself.

Customization was essential given UCLA's diverse departmental needs. For instance, research groups receive specialized funding, and purchases against grants must be tracked carefully. If a

Customer:

University of California at Los Angeles (UCLA) Distribution Center

Industry:

Distribution operations for multi-campus university

Location

Los Angeles, California

Number of Locations: One

System:

Sage MAS 200

- Accounts Payable
- Accounts Receivable
- Crystal Reports®
- Custom Office
- General Ledger
- Inventory Management
- Purchase Order
- Sales Order

Master Developer Enhancements in Use

- Custom EDI Processing
- FAU Billing & Tracking
- Import Master

CHALLENGE

Replace failing, high-maintenance system with a smarter system that can handle the complex business management and accounting functions of a multimillion dollar distribution center.

SOLUTION

Sage MAS 200 financial and distribution modules.

RESULTS

Annual savings of over \$100,000; Streamlined efficiency from end-to-end; A "system that practically runs itself"; Extensive customization and reporting capabilities.

lab orders a cylinder of oxygen, the Distribution Center must not only sell the gas contained in the tank, but also rent the tank itself and record its location until returned. A rental might be for days or years, depending on the department involved, and tracking had previously been a huge headache for the group. Now Sage MAS 200 manages the entire cylinder tracking process.

Another tricky component involved working with express delivery vendors like Federal Express and UPS®. Using electronic data interchange (EDI), the Distribution Center receives data from its service providers, inputs it to Sage MAS 200, and bills the appropriate department, all without having to re-key information. The center's customers like this feature, as it streamlines package delivery, and also gives them accurate information for bookkeeping.

"I can sleep at night now," says Haro. "Before, I'd worry about whether the system would work. And we didn't have the resources to go in and check every line of code. Sage MAS 200 brought us into the new millennium with flying colors and everything's going smoothly. What a relief!"

Haro's group is now producing many more reports than before, thanks to Crystal Reports for Sage MAS 200. "We can give monthly summary statements to our customers, and put pertinent data online for them," he explains. "This eliminates a lot of customer calls. Now they can just go to the intranet and get the account info they need."

He praises his reseller for all his support. "I really have to tip my hat to him," Haro said. "Every time I needed him, he was there. We pulled this whole migration off together. That's really something, given the complexity and size of our operation."

Bottom-line savings have been a dramatic benefit of the move to MAS 200. "We've saved more than \$100,000 a year," Haro says. "That's a lot of money for a non-profit group like ours, where our goal is not to bring in revenue but rather to be of service—so our customers can continue their world-class teaching and research."

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