

CUSTOMER SUCCESS



Vision Communications Sees the Light With Sage MAS 200

The airwaves around Hollywood's hottest film studios are filled with two-way radio signals from Vision Communications. So are most of Los Angeles' downtown high rises, stadium events, and even the Rose Bowl parade. Vision provides radio equipment and service for Southern California customers needing the security that only one-on-one communications provides, and they are authorized dealers for big names like Motorola, Icom, Maxon USA, Globalstar, Wireless Link, and Nextel.

When Vision's business was relatively small, it used QuickBooks for accounting purposes. But QuickBooks only served up to five users, offered limited data storage, and couldn't track product serial numbers. So three years ago, when Vision experienced a growth spurt that hasn't slowed down yet, the company went looking for a higher-capacity system that offered exceptional support.

"Heart of Our Operations"

"Our research showed that Sage MAS 200 ERP had an impressive installed base, great customer support, and a good price point," says Bob Moayeri, co-owner with Mary Khavarian. "Now Sage MAS 200 is the heart of our operations."

Sage MAS 200 has automated almost everything at Vision Communications. Purchase orders are created in Sage MAS 200, which also receives equipment and is used to scan in serial numbers of deliveries. The system provides real-time inventory, so Vision knows exactly how many items are in stock, and where they are located by bin. Moayeri estimates this has reduced total inventory by 25 percent.

Instant Inventory Searches

"Before, inventory tracking was one of our hardest tasks, because I was the inventory computer," Moayeri jokes. "People had to come to me to find where a radio was located. Now they can pinpoint a bin location in Sage MAS 200, cutting down search time by at least half."

When an item is ready to ship, the Sage MAS 200 Sales Order module creates an invoice containing the UPS tracking number. "If a customer calls about their order, we can either go

Customer:

Vision Communications Company

Industry:

Two-way radio dealer

Location

Long Beach, California

Number of Locations: Two

Number of Employees: 25

System:

Sage MAS 200

- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- General Ledger
- Inventory Management
- Purchase Order
- Return Merchandise Authorization (RMA)
- Sales Order



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CHALLENGE

Vision had outgrown QuickBooks both in terms of maximum users and lack of serial tracking and performance.

SOLUTION

Sage MAS 200 with a full complement of financial and inventory modules.

RESULTS

Inventory streamlined by 25%, saving 40% of the time previously required for processing Motorola payments; saving hours with each payables or warranty inquiry; and half of the time spent on shipping and inventory queries.

through the UPS® log, or better yet, look up the invoice in Sage MAS 200 for an answer in less than half the time it took us before,” Moayeri explains.

Ten-Four on Quotes and Queries

On the finance side, Vision uses the Sage MAS 200 Sales Order module to give customers quick quotes without tying up the invoicing system. The Sage MAS 200 Accounts Receivable module monitors invoices and creates aging reports, which Moayeri uses to manage collections and improve cash flow. For credit card sales, the Point of Sale module, from Information Integration Group (IIG), a Sage Software business partner, debits the customer's card in seconds, then delivers sales order information to Sage MAS 200.

Service Maestro and Rental Maestro modules from IIG integrate seamlessly with Sage MAS 200 to process Vision's airtime and rental business. The Sage MAS 200 Return Merchandise Authorization module manages all equipment returns.

Motorola, one of Vision's primary partners, has its own online electronic payment site. Vision uses Sage MAS 200 to track its Motorola transactions and perform related bank reconciliations. “The new system has eliminated the double entries we were doing before for Motorola,” says Moayeri, “saving us 40 percent of the time spent processing payments.”

Fast Warranty Data

The fact that Sage MAS 200 maintains equipment serial numbers, invoices, and dates of sale has been a major boon in managing warranties, which begin at the date of purchase. “Before, we spent hours searching through our files each time we needed warranty data,” Moayeri notes. “Now we have everything at the click of a button, saving us time and embarrassment, and making us look much more professional to customers.”

Moayeri also implemented Sage MAS 200 for Vision's Northern California office, which connects to headquarters through the Internet, and can tap into the system from his laptop at home. “Sage MAS 200 made it possible for us to triple in size in three years,” he says. “It's the best business decision we ever made.”

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