

CUSTOMER SUCCESS



Raleigh Racquet Club Hits a Smash With Sage MAS 90

World-class tennis players know their way around the Raleigh Racquet Club—where John McEnroe won the BTI Champions senior tennis tournament, and Monica Seles battled it out to take the prestigious Fed Cup.

The Raleigh Racquet Club (RRC) was established in 1968 to be North Carolina’s premier tennis center. Situated on 36 scenic acres, the club has a 10,000 square-foot clubhouse with a full-service café and pro shop for its 600 members. With 17 outdoor clay courts, eight hard courts, and eight state-of-the-art indoor clay courts, it is also the only facility in Raleigh offering climate-controlled tennis year-round.

For years, RRC relied on two standalone accounting systems—Sage Accpac for receivables and general ledger, and Peachtree by Sage for payables and payroll. While each system had its merits, neither was designed for an organization of RRC’s size or complexity. Information had to be entered into each system separately. And because the two systems did not interface and could not share data, it was impossible to create useful reports, track membership properly, or grow membership.

Sage MAS 90 for Integration

“We replaced both of our former systems with Sage MAS 90,” explains Mary Erlenmeyer, RRC’s accountant. “We were impressed by the way Sage MAS 90’s modules integrated smoothly, eliminating vast amounts of manual work, and giving us extensive reporting. We also really appreciated the value our reseller brought to the equation, and the excellent quality of support they provide.”

Sage MAS 90 ERP now runs all business functions at RRC, accounting for everything from revenue in the café to income from various social events. “It transformed our operations by giving us reliable data,” Erlenmeyer says. “With Sage MAS 90 we can do payroll and accounts payable in half the time it took us before, and we have usable, real-time data. Accounting is so much easier that when employees leave we haven’t needed to replace them, and we are now doing more work with half the staff.”

Customer:

Raleigh Racquet Club

Industry:

Sports club

Location:

Raleigh, North Carolina

Number of Locations: One

Number of Employees: 30-50

System:

Sage MAS 90

- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- General Ledger
- Inventory Management
- Payroll
- Visual Integrator
- Sage FAS

CHALLENGE

Myriad of accounting systems could not provide accurate reporting, support the club’s growth, or give quick answers to member inquiries.

SOLUTION

Sage MAS 90 with financial and inventory modules.

RESULTS

Payroll and payables done twice as fast as before; accounting staff trimmed in half through attrition; software easily supported annual growth of 18 percent.

Sage MAS 90 has automated inventory in the pro shop, streamlining records that were formerly kept on paper. Pro shop purchases are deducted from inventory, and sales are processed through an integrated third-party POS (point of sales) module and billed through the Accounts Payable module along with dues and café charges.

Happier Members

Members say they like the detailed statements they receive from Sage MAS 90. Instead of a hand-written receipt, their invoice breaks out charges and payments. They especially appreciate descriptions of balances carried forward, something they never had before.

Using Custom Office and Visual Integrator to create user fields, Sage MAS 90 now tracks the RRC's membership. The club now knows, for instance, how many individual, family, senior, non-resident, or seasonal members it has, which services are most popular for each group, and whether those services are profitable. "Sage MAS 90 has allowed us to see exactly who is using the club, making us more cognizant of exactly what people want," Erlenmeyer notes. "It also lets us analyze which services generate the most revenue. We can then make intelligent decisions in our offerings, weighing costs against member benefits, and designing our programs accordingly."

The flexibility built into Sage MAS 90 has been important to the Raleigh Racquet Club. "Because we're a member-run organization, we have to change titles, names, and other elements in the system quickly," Erlenmeyer says. "Sage MAS 90 can be easily adapted to our ever-changing needs. It allows us to keep our records current with minimal effort."

Its former business systems had prevented the RRC from expanding to new levels of service and membership. Since implementing Sage MAS 90, the club has grown 18 percent, a figure Erlenmeyer says is phenomenal for the industry. She attributes the success to the new system.

"Sage MAS 90 is easily 10 times better than the mixture of systems we had before," says Erlenmeyer. "It allows us to control expenses, enhance our offerings to members, and come closer to achieving our highest potential as a club."

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