

# Sage 100 ERP | Customer Success

## Sage 100 ERP Provides Out-of-the-Box Functionality for Packaging Specialties

For more than 40 years, Packaging Specialties has been providing retailers with creative and innovative packaging supplies. From custom imprinted cotton bags to grocery totes, bottle bags, and gift wrap, Packaging Specialties offers a complete line of products, allowing retailers to build their brand and impress their clientele.

For more than 20 years, the company has relied on a single business management solution, one that has expanded its capacity and capabilities as Packaging Specialties has grown. That solution is Sage 100 ERP.\*

### Stick With a Winner

"We have never seen a reason to switch from Sage," says Rob Perkin, IT manager for Packaging Specialties. "Out of the box, Sage 100 ERP is a robust solution. And over the years its functionality has grown as our business needs have become more sophisticated."

The company also has remained loyal to its Sage Authorized Partner. "They understand our business and are very responsive to our needs," Perkin says. "We found a partner who values good service and combines that with a great deal of product expertise."

### Technology That Works

The thin client/server technology behind Sage 100 ERP provides a secure, stable, scalable, and fast platform to support the company's operations. One advantage of the technology is its strong support for remote access. The company employs several out-of-state salespeople who access the system remotely to enter orders, check stock levels, and confirm pricing.

### Driving Sales

Packaging Specialties is a sales-driven company that prides itself on its responsiveness to its customers' needs. "The order entry function is quick and intuitive," says Perkin. "We have all the information we need to complete the order and respond to customer questions. The customer's history is available, so when they want to order the same products as the last time, we can generate the order easily."

The sales team at Packaging Specialties finds it easy to generate reports and quick queries that help them stay on top of sales trends. "They might pull a report showing their customers' sales for the month compared to last year or a query that shows which customers haven't made a purchase in a while," explains Perkin. "They can use the list to contact these customers to bring the sales volume up."

\*Sage 100 ERP was named Sage ERP MAS 200 when Packaging Specialties initially implemented this solution. The product names have been updated in this case study to reflect current naming.

### Customer

**Packaging Specialties**

### Industry

Distribution

### Location

Portland, Oregon

### Number of Locations

2

### System

**Sage 100 Advanced ERP**



### Challenge

Packaging Specialties requires a hard-working, full-featured ERP solution that provides core accounting and distribution functionality while supporting specialized reporting requirements and remote access.

### Solution

For more than 20 years, Sage 100 ERP has been meeting the growing needs of Packaging Specialties.

### Results

Robust sales analysis tools help the company refine its forecasts and its product mix. Executive dashboards provide a real-time look at vital business metrics. Powerful remote access capabilities support mobile sales force.

## Forecast Demand

Much of the company's business is seasonal, so the ability to forecast demand based on the prior year sales helps to ensure proper stocking levels are maintained. "All the information we need is in the system," says Perkin. "It is easy to obtain and easy to analyze. On the occasion when we need a specialized report or query, our Sage business partner has been able to tailor the software to give us the information we need."

The Inventory Analysis report shows the products that are moving and ones that are not. "This information helps us make decisions about products that may not be profitable for us to continue carrying," Perkin says.

## Actionable Business Intelligence

The company's management team turns to the Business Insights Explorer module to obtain knowledge about the business. "We have built custom dashboards to give managers a real-time look at the data that is important to them," says Perkin. "For example, the general manager can see top customers, daily and monthly sales figures, top-selling items, and an aging report—on one screen that is continually updated throughout the day."

## Continuous Improvement

The company recently participated in a controlled release program of the latest version of Sage 100 ERP, and Perkin says the product continues to live up to its reputation as a strong performer. "Each new version adds some valuable features," he says. "And the upgrade process went very smoothly."

One way in which the software has changed to meet the company's current operations is with the Paperless Office module. "Statements and invoices are generated as a PDF and sent by email to customers instead of being printed and mailed," explains Perkin. "This saves time, paper, and postage costs, and our customers are very receptive to getting their account information in this way."

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**Rob Perkin, IT manager  
Packaging Specialties**

## Enduring Value

While the software continues to evolve and improve with times and technology, the core functionality Sage 100 ERP remains strong.

Packaging Specialties has always performed payroll processing in house, and the Sage 100 ERP Payroll module handles this vital corporate task well. "Payroll works perfectly," Perkin notes. "We have never had a problem."

Perkin says that over the two decades the company has used Sage 100 ERP, it has proven to be a valuable and integral part of the business, both reliable and easy to administer. He concludes, "Sage 100 ERP has been a part of the business for so long, that we rarely think about it consciously—it just works. And it continues to improve and evolve to meet our needs."

## 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](http://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>.