

CUSTOMER SUCCESS



## Hartland Controls Makes the Switch to Sage MAS 500

“At last we have a real enterprise resource planning system. And it didn’t break the bank.”

Bob Schrader, operations manager at Hartland Controls, was tired of limping along with QuickBooks. The company, which makes contactors, relays and other electrical switching equipment for heating, ventilation, air conditioning, and refrigeration manufacturers, was only a few years old but had already outgrown its original software. “QuickBooks had no inventory control tools,” Schrader explains. “We didn’t know what was in stock. Our vendor lead times can be up to 16 weeks, yet customers expect shipments in just two weeks. Two of us wasted half a work week each deciding what to order. What a mess!”

### “Bang for the Buck”

Having implemented enterprise resource planning (ERP) solutions at other firms, Schrader braced himself for sticker shock when shopping for an upgrade. “I was amazed at how reasonably priced Sage MAS 500 ERP is compared with all its competitors—and yet how resource-rich it is,” he comments. “In fact, Sage MAS 500 does much more than the ERP application that I implemented at a previous company for nearly half a million dollars. The bang for the buck is unbelievable.”

Hartland Controls uses Sage MAS 500 to enter sales data and track open orders. These often contain multiple release dates. An HVAC manufacturer may order 300 relays a month for the next 10 months, for instance. Sage MAS 500 will create a single order with 10 different lines, and an equal number of ship dates.

### No More Outages

“The pick and pack process in Sage MAS 500 is very easy to use,” notes Schrader. “We generate pick lists for our warehouse personnel, and data feeds into the MRP system. It’s simple to locate inventory because Sage MAS 500 tells us exactly what bin each item is in. The receiving process is also straightforward. The system assigns lot numbers, and then we ship using FIFO procedures, something we could not do with QuickBooks.”

**Customer:**

**Hartland Controls, LLC**

**Industry:**

Electrical switching equipment

**Location:**

Sterling, Illinois

**Number of Locations**

One

**Number of Employees**

30

**System:**

**Sage MAS 500**

- General Ledger
- Accounts Payable
- Accounts Receivable
- Cash Management
- Material Requirements Planning
- Purchase Order
- Advanced Manufacturing
- Inventory Management
- Sales Order
- Shop Floor Control

**CHALLENGE**

QuickBooks lacked inventory planning and warehouse management tools, so nobody knew what should be ordered from overseas vendors, hampering the company’s growth.

**SOLUTION**

Sage MAS 500 with manufacturing, inventory control, and financial management modules.

**RESULTS**

Ordering that was previously a full-time job is now done in 20 minutes per week; stock outages have been eliminated; system resulted in a \$3,000 a month reduction in air freight costs.

Striking efficiencies can be seen in the warehouse. “Since adopting Sage MAS 500, we have not had problems with stock outages,” Schrader says. “We know what needs reordering, and when. What used to be a 40-hour-a-week job creating orders now takes just 20 minutes.”

#### **Axing Air Freight**

Further benefits have come from accurate stocking. “Because we know what’s on the shelf, we can provide better customer service and we lose fewer sales,” explains Schrader. “Greater accuracy has also translated into lower air freight charges, as we can avoid rush orders. This is saving us at least \$3,000 every month.” He adds that the customer service group is happy with the system, too, because they can check on order status, inventory levels, and shipments without leaving their desks, making their jobs much easier.

Schrader gives Hartland’s reseller credit for a painless implementation, which was completed in only two months. “I’ve never worked with such a professional consultant,” he says. “They took the time to understand exactly how we run our business, and they were able to set up a system with no customizations or work-arounds. This was as valuable as gold to us.”

After spending 18 years in IT, Schrader says he knew what he wanted in a manufacturing system—and found it in Sage MAS 500. “The big clincher for us, being a young and frugal company, was value,” he says. “The price point was critical. We looked at 20 different systems, and none even came close to Sage MAS 500. And none included as much functionality, either. With all of the efficiencies we’ve picked up with Sage MAS 500, we can grow for several more years without having to add staff.”

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#### **ABOUT SAGE SOFTWARE**

Sage Software supports the needs, challenges, and dreams of more than 2.7 million small and mid-sized business customers in North America through easy-to-use, scalable, and customizable software and services. Our products help manage a complete range of business functions including: accounting, operations, customer relationship management, human resources, time tracking, merchant services and the specialized needs of the construction, distribution, healthcare, manufacturing, nonprofit, and real estate industries.

