Success Story

ASI Helps US ServTec get their Software Systems Back on Track

ACCOUNTING SYSTEMS INCORPORATED

CUSTOMER
US ServTec
www.usservtec.biz

INDUSTRY
Distributor

LOCATION
Spartanburg, SC

SYSTEM
Sage MAS 200

The Problem
With the surge in popularity of the ATV industry, US ServTec's business was booming! Unfortunately, their accounting system was not keeping up.

The Solution
ASI helped US ServTec implement Sage MAS 200 and integrate it with their Starship shipping software.

The Results
With ASI and Sage MAS 200, US ServTec was able to streamline their accounting, warehouse and service departments into a single cohesive operation. This led to an elimination of double data entry and shipping errors.

US ServTec was founded to serve authorized service and repair dealers of youth model ATV's and on-road gas powered scooters. The company provides parts ordering, technical support and warranty claims processing for dealers across the United States.

Stalled Software

As the interest and demand for ATV's grew in the early 2000's, so did US ServTec's inventory. However, their Peachtree accounting system couldn't handle the growing company's needs. With parts inventory surpassing 5000 items, an increase in shipping volume, growing receivables and reporting that had to be done outside of the overtaxed system, US ServTec realized they needed to make a change. They needed a solution that was bigger, faster and more accessible so all departments could have visibility to critical data.

"We looked at a number of options," stated Carroll Walker, US ServTec Warehouse Division Manager. "Sage MAS 200 clearly stood out over all of the other choices as it fit everything we needed." They setup a meeting with a local MAS 90 and MAS 200 partner, Accounting Systems, Inc. (ASI). Carroll recalls, "We instantly liked Brian Kelly from ASI. We could tell he knew what he was doing, grasped our business needs right away and instilled a sense of confidence that we were making the right choice."

Systems Re-Started

ASI started the implementation process late in 2003, and US ServTec went live in early 2004. "The implementation went so smooth thanks to Brian and his team at ASI," stated Carroll. "Brian walked us through everything and it just fell into place. I doubt if it would have gone that smooth if it wasn't for him. There was a lot of worry about how the transition would go. We have customers that rely on us every day and thanks to ASI we didn't skip a beat."

As part of the implementation, US ServTec's shipping software, Starship, was integrated with the MAS 200 system. "This was one of the most impressive and somewhat unexpected benefits of MAS 200," said Carroll.

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<blockquote>
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Carroll Walker, Warehouse Division Manager—US ServTec

Robust Service. Deep Relationships.

Whether your business needs accounting, ERP or CRM software, e-Business solutions or custom developed applications, we have the proven software solutions and service your business needs to grow and thrive.

Located in Columbia, South Carolina, Accounting Systems, Inc. was started in 1986 to assist companies in selecting a scalable accounting software package that not only met the current needs of their business, but one that would adapt to constant change and future growth.

Through quality relationships we've established over the years, one thing became evident - our clients began to rely on us not only for accounting software, but to assist them in deciding what technology solutions they needed to become more productive.

Today, ASI provides products and services designed to streamline a company's complete infrastructure. Serving clients across the nation while providing a personal, local touch is what we do best. Come experience the ASI difference.

"The integration between it and our shipping software has streamlined our operations considerably. It was such an unexpected difference."

Previously, when customer service entered an order, the warehouse staff would have to re-enter the information into the shipping software. Not only was this extremely time consuming, but it was also highly error prone. Now, with MAS 200 and Starship integration the information shows up automatically decreasing the time it takes to perform shipments and eliminating double data entry. Shipping errors have been almost eliminated due to the integration. "As long as the order was entered properly in customer service it goes out accurately," states Carroll. "This one benefit alone saves us thousands of dollars annually."

A Well-Oiled Machine

Since implementing the system in 2004, US ServTec's inventory has increased by 35-40%. The company attributes being able to grow and produce more because of their MAS 200 system. Carroll states, "There was such a huge gap between what Peachtree could do versus MAS 200, it was really an unexpected difference. Everything in MAS 200 worked so much better and now our accounting, customer service and warehouse departments are streamlined as an operation. The system helped us ship quicker with less errors, and the reports I need are instant which is a huge time saver."

All seven people in the company use the Sage MAS 200 system every day. Users adapted to the intuitive system quickly, and with training and support from ASI the company is well positioned for further growth. "ASI has supported us along the way, and we consider them an extension of our company," said Carroll. "We have been pleased as a company with MAS 200, but most importantly we are so happy with ASI. It's important to know we have someone we can trust to be there when we need them. This was overall the best financial investment we've made as a company."

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