ISM Delivers Out-Of-The-Box Functionality For Packaging Specialties

Client
Packaging Specialties

Industry
Distribution

Location
Portland, Oregon

Number of Locations
2

System
Sage 100 Advanced ERP

For more than 40 years, Packaging Specialties has provided 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 make an impression on their clientele.

The company has relied on a single business management solution for the last two decades, one that has expanded its capacity and capabilities as Packaging Specialties has grown. The solution Packaging Specialties relies on is Sage 100 ERP,* backed by the professional team at ISM.

Stick With A Winner

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

Packaging Specialties also has remained loyal to ISM, its Sage Authorized Partner. "ISM understands our business and they are very responsive to our needs," Perkin says. "We found a partner who values service excellence and combines it with 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.

*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.

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, and ISM has been the company's trusted business partner.

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

ISM

Drive 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. "We might pull a report showing their customers' sales for the month, compared to last year, or a query that shows which customers that haven't made a purchase in a while," explains Perkin. "We can use the list to contact customers to bring up our sales volume."

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. When we need a specialized report or query, ISM can 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.

Business Intelligence

The company's management team turns to the Business Insights Explorer module to obtain knowledge about the business. "ISM created 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—all on one screen that is continuously updated throughout the day."

Paperless Office

Perkin says that the software improves with each successive release. One such improvement was the Paperless Office module. "Statements and invoices are generated as a PDF and sent by e-mail 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."

Enduring Value

Perkin says that during the 20 years that the company has used Sage 100 ERP, it has proven to be a valuable and integral part of the business. It is both reliable and easy to administer. "Sage 100 ERP has been a part of our business for so long, that we rarely think about it consciously—it just works," he concludes. "It continues to improve and evolve to meet our needs."

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