



Client Success
AMERICAN KENNEL CLUB
 NONPROFIT

AMERICAN KENNEL CLUB UNLEASHES EFFICIENCY ACROSS THE ORGANIZATION



CHALLENGE

AKC needed a fully optimized ERP system to manage its complex operations. An older, legacy ERP application could no longer keep pace, leading to inefficiencies and siloed data that slowed decision-making.

SOLUTION

Net at Work implemented Sage X3, building a fully integrated system hosted securely on Cloud at Work's Virtual Private Cloud, providing reliability and accessibility. The approach streamlined operations, eliminated inefficiencies, and created a scalable platform to support AKC's growth and mission.

RESULTS

- Centralizing financial data and automated workflows reduced manual processes across 6 entities.
- Integrating eCommerce, inventory, and other applications improves efficiency and accuracy.
- Real-time visibility into financials and operations, fuels faster, more informed decision-making.
- Cloud hosting modernizes infrastructure and provides always-on reliability.

A TRUSTED NAME IN CANINE EXCELLENCE

Since its founding in 1884, the American Kennel Club (AKC) has been synonymous with advancing all things canine. From maintaining the largest purebred dog registry in the world to hosting thousands of events annually, the AKC's work touches the lives of dogs and their owners in countless ways. Notably, through initiatives like the AKC Canine Health Foundation, which has donated millions to research on canine diseases, the organization furthers its mission of improving the health and well-being of dogs everywhere.

With a \$104 million annual revenue stream supported by six legal entities and 500 employees, the AKC is a leader in canine advocacy and a multifaceted organization with diverse business operations. Whether managing online merchandise sales to sponsoring a wide array of shows and events to launching a political action committee (PAC) to advance the rights of responsible dog owners, the AKC relies on a strong operational backbone to fulfill its mission. For over 10 years, Sage X3 and Net at Work have played a critical role in helping the AKC streamline its operations and achieve its goals.

A STRONG FOUNDATION FOR GROWTH

The AKC had been using an older, legacy ERP application, but the system could not longer keep up with the organization's growth and expansion. They realized they needed a partner to optimize and align their ERP system with their operational goals. They engaged Net at Work to conduct a comprehensive business process review, leveraging its Fractional CIO service to evaluate AKC's workflows and identify opportunities to expand integrations and eliminate inefficiencies.

Net at Work helped AKC transition from relying on a collection of disparate systems to a unified platform centralizing operations, with Sage X3 at its core. Peter Rohslau, Controller at the AKC, reflects on the decision to partner with Net at Work, "They have the resources, expertise, and talent of a large company, but they operate more like a small, close-knit group. Their team is personable, and the communication is clear, professional, and informed."



“We’re always looking for ways to be more efficient, to streamline further. With Sage X3 and Net at Work, I know we can keep improving and advancing the work that matters most to us.”

INTEGRATING SYSTEMS, IMPROVING OPERATIONS

One of the team’s first priorities was integrating the AKC’s multiple eCommerce sites, powered by Shopify, with Sage X3. The integration allows data to flow automatically from online sales platforms into Sage X3, reducing manual work, speeding up order processing, and improving accuracy. They also brought the organization’s merchandise warehouse and inventory operations into the system, giving AKC complete visibility into its holdings and simplifying order management.

“Having our inventory in Sage X3 has been transformative,” says Rohslau. “It’s simplified our processes and allowed us to focus on growing this aspect of our operation.”

Beyond eCommerce, Net at Work has helped integrate other critical systems into Sage X3, including Prophix for budgeting and reporting, Vertex for tax compliance, and a credit card processing application. These integrations ensure that the AKC operates efficiently and cohesively across all facets of its business.

STREAMLINING WORKFLOWS AND POWERING SCALABILITY

The AKC is a highly decentralized organization with six legal entities and over 50 departments. Using Sage X3’s workflow functionality, Net at Work set up automated approval processes for tasks like purchase requests. This replaced time-consuming, inefficient email chains and manual paperwork with efficient, standardized workflows. The automation brings disparate departments together, powering a more cohesive operation.

As the AKC grows and adds additional entities, onboarding them into Sage X3 is straightforward, ensuring scalability as the organization expands. Sage X3’s flexibility even supports AKC’s small manufacturing operation, where raw materials are sent to third-party suppliers for processing and returned as finished goods for sale. Net at Work helped configure workflows in Sage X3 to simplify this process, saving time and ensuring accuracy.

RELIABLE PARTNERSHIP, TRUSTED EXPERTISE

For Rohslau, one of the most valuable aspects of working with Net at Work is the continuity and consistency of the relationship. The original consultant who began supporting the AKC over a decade ago remains their primary contact today, backed by a deep bench of resources. “Having the same partner, even the same consultant, means they understand how we work. It makes for a powerful, collaborative partnership,” Rohslau explains.



This consistency has been critical in supporting AKC's mission-critical financial processes. With all financial data centralized in Sage X3, Rohslau and his team can close the month in just ten days—a significant improvement over the previous process. Timely, accurate data now flows directly to department heads and executives, enabling informed, strategic decision-making.

"We've gone from sharing reports quarterly to providing department heads with the information they need every month," Rohslau says. "It's essential for staying ahead of challenges and allocating resources effectively."

A SEAMLESS CLOUD TRANSITION

To further enhance and modernize its operations, the AKC chose to host Sage X3 and its related applications on Cloud at Work, Net at Work's virtual private cloud hosting service. The decision was rooted in the trust they had built with Net at Work over years of successful collaboration. "It's seamless and always on," says Rohslau. "We've had zero issues."

POSITIONED FOR THE FUTURE

The AKC plans to implement additional solutions, including workflow management and AP automation tools, with Net at Work facilitating the integrations. Rohslau is confident that with Sage X3 and Net at Work, the organization is well-positioned to expand on the important work they perform.

"We're always looking for ways to be more efficient, to streamline further," he says. "With Sage X3 and Net at Work, I know we can keep improving and advancing the work that matters most to us."

The American Kennel Club's mission to promote the well-being of dogs and their owners requires a strong foundation of operational excellence. From funding groundbreaking research through the AKC Canine Health Foundation to managing complex registrations and celebrating the deep human-canine connection, the AKC's work has a profound impact on dogs, owners, and communities worldwide. With Sage X3 as their operational backbone and Net at Work as a trusted partner, the AKC stays in step, ready to tackle new challenges and continue championing the bond between people and their dogs.

ABOUT NET AT WORK

Founded in 1996, Net at Work is a leading technology advisor to thousands of small-to-medium sized businesses throughout North America. The consultancy offers a rich portfolio of technology, expertise, and services to help organizations derive value from the transformative effects of technology.

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