Net at Work Provides High Voltage Solution for Hill Electric Supply Company

CUSTOMER
Hill Electric Supply Company
Dale Electric Supply Co.

INDUSTRY
Electrical Parts Distribution

LOCATION
Glens Falls, New York

Number of Locations
One

Number of Employees
37

SYSTEM
Sage MAS 200 SQL

Modules in Operation
- General Ledger
- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- Payroll
- Inventory Management
- Sales Order
- Purchase Order
- Visual Integrator
- Custom Office

Since 1947, Hill Electric Supply Company, Inc. has provided residential and commercial contractors with the electrical tools and supplies they need. The company has expanded into the Internet marketplace, and its Web site brings in sales from across the country. Hill Electric Supply relies on Sage MAS 200 ERP, and its business partner Net at Work, to ensure it always stocks the right mix of products and can deliver those products to its customers quickly and efficiently.

"We've tripled our revenue over the past six years," says Scott Schwartz, president and owner of Hill Electric Supply, "and the software has easily kept pace. Sage MAS 200 helps us make smart buying decisions and ensures we always have the right product mix on hand. It also helps us process orders quickly to keep up with customer demand."

SQL Database Streamlines Growth and Integration

Four years ago Net at Work, a New York based Sage Software Business Partner, migrated the company to the SQL database version of Sage MAS 200. "We were thrilled to learn of a SQL version of MAS 200," recalls Schwartz. "We have an enormous number of inventory items—over 250,000. We have more than 6,000 customers and generate more than 200 invoices each day. Our database is enormous, yet with Sage MAS 200 SQL the size of our database is a non-issue, the software handles it beautifully."

With plans to expand the company's product offerings, the item count could reach more than 350,000. But Schwartz has every confidence his Sage MAS 200 solution
can handle the increase, "The ability for the database to grow is virtually unlimited."

CHALLENGE
Hill Electric Supply is a growing, dynamic company that requires a software solution with flexibility, extensibility, and industry-standard database tools to allow it to successfully compete in its industry.

SOLUTION
For more than a decade, the company has relied on Net at Work and its powerful and flexible Sage MAS 200 solution to accommodate the company's growth and changing needs.

RESULTS
Large database and high transaction volume is easily accommodated. Vendor pricing import capability saves tedious and time-consuming data entry. The Credit Card Processing module saves more than an hour of labor every day.

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Net@Work

The SQL database also facilitates integration with the company's Web store, which communicates with the Sage MAS 200 database in real time to ensure that online shoppers always have current pricing and availability data.

Right Product at the Right Price

Updating pricing on its 250,000 part numbers would be an overwhelming task if it had to be performed manually. Using the Visual Integrator module, Net at Work created a series of import utilities that load electronic vendor price lists directly into the Inventory Management module, automatically updating item price and cost information.

"In this industry, prices may change weekly, so having the ability to quickly update our system with the correct vendor pricing is essential," says Schwartz.

Similarly, checking stock levels and placing orders for the products would be enormously time consuming if staff had to perform the task manually. Hill Electric Supply uses the Sage MAS 200 Purchase Order module to automatically create purchase orders based on minimum and maximum stocking levels at an economic reorder point.

Better Business Decisions

Schwartz relies on informative business reports he receives from the software. He can review item sales trends across months, or to compare the current month with the same period in the prior year. "Sage MAS 200 really helps me make better decisions about the business," continues Schwartz. "I have the most current data at my fingertips and can quickly look at account balances to see how we're doing with receivables, monthly sales, and cash flow. And when I want more detail, I just click to drill down and see the underlying detail."

Saving Time and Money

When the Credit Card Processing module for Sage MAS 200 became available, Schwartz says he thought it would be "a nice little feature." Now, he is impressed with the time savings and efficiency it delivers. Staff used to spend over an hour every day processing customer credit card transactions. Now credit card validation is performed right from Sales Order Entry and takes just a few seconds.

Customer Service Features Abound

With the huge number of inventory items, one particularly popular feature among the sales staff at Hill Electric Supply is the ability to attach an image of the item to an item record. "It's really helpful from a sales standpoint," explains Schwartz, "to look at the picture or schematic of an item while you're helping a customer determine if it's the right part for their purpose."

Using the Custom Office module, Net at Work showed Hill Electric Supply how to add additional data fields to help it track unique characteristics of its items. "We supply government agencies, and need to track SIC Codes associated with each item," says Schwartz, "Sage MAS 200 has the flexibility to allow us to add fields to the database to track this information."

Staff has full access to customer purchase history, making it easy to add an item from an earlier order to the current order—complete with updated pricing. "It's great to be able to quickly look up what a customer bought, how many, and at what price," says Schwartz. "That's just good customer service."

Upgrading to more powerful and feature-rich versions of the software as the business grows and its needs change, Hill Electric Supply has been a satisfied Net at Work customer and a Sage MAS 200 user for over a decade.