

## CUSTOMER SUCCESS



## DNS Electronics Synchronizes Semiconductor Chip Manufacturing

Computer chips from world-class manufacturers like IBM and Intel are made on ultrasophisticated equipment from DNS Electronics in California's Silicon Valley. Each customized machine contains as many as 6,000 distinct parts and can cost upwards of \$5 million. DNS Electronics is the U.S. subsidiary of Dainippon Screen Manufacturing, a \$2 billion company headquartered in Kyoto, Japan.

### Getting Systems in Sync

For years, DNS Electronics had relied on Sage MAS 200 to manage all its business functions including asset accounting, payables, receivables, invoicing, bank reconciliation, warehousing, and inventory control.

Recently, DNS leaders wondered if they might be able to do even more with their system. They speculated that online customer service, enhanced distribution, and specific job cost tracking capabilities would further improve efficiency, cut costs, and boost profitability.

### Modules Maximize Profitability

DNS's reseller had the right answer—adding e-Business Manager, distribution solution, and Job Cost modules for Sage MAS 200. The result has been a dramatic improvement in both operational efficiencies and the bottom line.

"We've only had e-Business Manager running for a year, and it's already handling 20 percent of our parts volume," says Larry Diggs, director of internal operations. "Customers can now go online and place orders, confirm them, track deliveries, review invoices and check the availability of parts, all without placing a call to us. This has allowed us to streamline resources by moving people off the phones, and has saved us more than \$70,000 in just the first 12 months."

Matt Bongi, customer service manager, has had equally positive experiences. "...e-commerce is such a big timesaver for everyone concerned," he comments. "Downtime can cost our customers as much as \$150,000 an hour. Anything that helps customers get parts faster is a big plus. With e-Business Manager they know instantly whether we have the part they need in stock, what it will cost, and when they will have it."

### Customer:

**DNS Electronics, LLC**

### Industry:

Semiconductor equipment manufacturer

### Location:

Sunnyvale, California

**Number of Locations:** Seven

**Number of Employees:** 250

### System:

#### Sage MAS 200

- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- Crystal Reports®
- e-Business Manager
- e-Business Manager Extended Solution
- Electronic Payment Extended Solution
- FAS Asset Accounting
- General Ledger
- Inventory Management
- Job Cost
- Purchase Order
- Sales Order Extended Solution
- Sales Order
- Visual Integrator

### CHALLENGE

Make a good system better; locate and leverage any possible cost savings for maximum profitability and expand asset accounting, distribution, e-business / customer service and job costing capabilities.

### SOLUTION

Sage MAS 200 in conjunction with FAS Asset Accounting, distribution, e-Business Manager, and Job Cost modules.

### RESULTS

Streamlined automation of business processes; Enhanced operational efficiency; Improved profit management; 20 percent of parts volume handled by e-Business Manager; Saved over \$70,000 in customer service.

With e-Business Manager, DNS's customers can use their own part numbers and enjoy self-service with quick, easy answers to their questions. Customers can also restrict employee system access for greater control over their e-commerce transactions.

Online transactions have cut paperwork at DNS. Before, Bongji had to staple purchase orders to sales orders for the external audit team. With online processing, customers input their own data and no paper copies are generated, eliminating about a fifth of the time previously spent on filing.

In the parts department, the Sage MAS 200 distribution modules print out barcodes and labels for all items as they are received in inventory. This has automated inventory functions and permitted real-time part counts. Soon the StarShip module will be fully operational too, saving one more step by integrating shipping information with UPS and Fed Ex systems and giving customers access to shipping data.

The new Job Cost module tracks parts, labor, and warranty costs for each piece of equipment manufactured by DNS. "We now have a much better vision of what we're spending on the thousands of parts that go into each of our products," says Diggs. "That means we can evaluate costs against the sales price, and figure out how profitable we are by tool at the end of the day."

DNS also upgraded to FAS Asset Accounting, a module that accounts for and depreciates the firm's extensive fixed assets. This includes capitalized investments like heavy machinery, computers, and telecommunication equipment. With the streamlined migration path available from Sage Software, conversion was fast, and smooth, with a perfect transfer of data.

Diggs and Bongji say that implementing the Sage MAS 200 modules was one of the easiest things they've ever done. They give top marks to their reseller, who explained the new features, provided on-site training, and even helped set up e-Business Manager with the company's biggest customer.

"We'd be overwhelmed here if we had to do all these tasks manually again. ...[without Sage MAS 200] our jobs would be much less enjoyable than they are today," says Diggs.

---

*"We've only had e-Business Manager running for a year, and it's already handling 20 percent of our parts volume, saving us more than \$70,000."*

---

## 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.

