

## CUSTOMER SUCCESS



## Quality Imaging Products “Inks” More Profits With Sage MAS 90

Quality Imaging Products (QIP) likes being first. Named by Inc. Magazine as one of America's fastest-growing companies four years in a row, the toner and inkjet cartridge remanufacturing firm wanted to edge out its competitors in the world of e-commerce.

“Two years ago, we transformed the company from a technology-averse to a technology-rich environment,” says Martin Stein, president of QIP. “Although we'd had Sage MAS 90 ERP for years, we'd never taken advantage of its full functionality. Most processes were still paper-based and required double or triple checks for accuracy. So, with the help of our reseller, we made a significant cultural leap, upgrading to Sage MAS 90 as our centerpiece, making all communications electronic, and adding modules like Sage MAS 90 e-Business Manager, Sage MAS 90 StarShip Link, and Sage MAS 90 Return Merchandise Authorization (RMA). This let us launch our e-commerce strategy, improve front-office efficiencies and give our customers the services they asked for.”

### More SKUs, Faster Fulfillment

Today QIP uses Sage MAS 90 to manage all operations, including manufacturing half a million toner cartridges a year, tracking 100 different product lines, managing an inventory of over 40,000 cartridges, and running a 30,000 square-foot state-of-the-art warehouse. Manual processes have been replaced with an end-to-end business system for everything from purchasing and payables to shipping. Integrated Inventory Management and Bill of Materials modules provide an accurate reading of how products are being used, and permit fine-tuning of inventory levels by SKU—essential for large customers who demand that their stock be maintained in separate SKU-based areas.

“Sage MAS 90 has let us decrease overall inventory levels while increasing service rates,” explains Matthew McGregor, business manager. “Total SKUs have gone up from 130 to more than 500, something we could never have done without Sage MAS 90. We've refined our ordering patterns so we fulfill 99 percent of our same-day orders immediately.”

### Customer:

**Quality Imaging Products**

### Industry:

Toner and inkjet cartridge remanufacturing

### Location:

Lake Forest, California

**Number of Locations:** One

**Number of Employees:** 150

### System:

#### Sage MAS 90

- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- Bill of Materials
- Credit Card Processing
- e-Business Manager
  - .inquiry
  - .order
- General Ledger
- Inventory Management
- Purchase Order
- Return Merchandise Authorization (RMA)
- Sales Order
- StarShip Link
- Work Order

### CHALLENGE

Differentiate from competition on customer service, speed, and efficiencies through e-commerce and end-to-end system integration.

### SOLUTION

Sage MAS 90 with full suite of modules, including e-Business Manager, StarShip Link, and Return Merchandise Authorization.

### RESULTS

Order capacity increased by 100 percent, inventory turns by 10 percent, and overall business by 70 percent without corresponding increases in administrative staffing.

“On an executive level, we have real-time data on activities throughout the organization, such as sales by product or customer, inventory levels and margins, which improves our decision-making and strategic planning.”

### **B-to-B e-Commerce**

QIP customers access e-Business Manager 24/7 to place orders, view photos of cartridges, review product descriptions and check open invoices and ordering history. Credit card processing is fully integrated too. “Our customers are some of the nation’s largest private labelers and office supply retailers, and they’re always looking for efficiencies,” Stein notes. “They appreciate the convenience and time-savings of e-commerce, which few of our competitors can offer right now.”

Orders go out through StarShip Link, a Sage MAS 90 module that automates shipping, maintains tracking information, and integrates tightly with both manufacturing and customer service. “By streamlining shipping operations, StarShip Link has allowed us to reassign two full-time employees to other positions, and makes it possible for customers to verify their own tracking data online,” says McGregor.

The RMA module performs similar automation for returned merchandise. “Quality is the single most important differentiator in our industry, so we track every return by customer, date, item type, and source of failure,” comments McGregor. “We’d been spending 250 hours a month to do this on paper and spreadsheets. The RMA module will cut these hours and permit more sophisticated reports that verify our quality edge in the marketplace.”

Has the new system been a wise move? “Sage MAS 90 paid for itself in just a year,” says McGregor. Business went up by 70 percent, ordering capacity increased by 100 percent, service levels improved by 15 percent, and order turns improved by 10 percent. Employee morale and customer satisfaction are both up as well.

“Sage MAS 90 will continue to be a central element in our strategic vision, helping us define an ever-stronger competitive niche and illustrating that quality is not just in our name, but in everything we do.”

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### **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.

