

CUSTOMER SUCCESS



Veteran Leather Outguns Competition

It's hard to imagine a pair of designer jeans without a distinctive leather label on the back. If the jeans are Polo or Tommy Hilfiger, the labels come from Veteran Leather Company in Long Island City, New York. From leather trims for apparel to fringes on shoes and handbags, leather accents made by Veteran Leather add a classy touch.

Established in 1946 when Salvatore Sapienza returned from WWII, Veteran Leather has quietly grown to be one of the largest leather trim manufacturers in North America. The company is now run by his son, who oversees a huge inventory of all types of leather used to manufacture leather and synthetic leather trimmings—which are shipped to customers around the world. With both state-of-the-art machinery and an experienced leather-cutting staff, Veteran Leather is an important member of the fashion industry, in part because of its proximity (and hence speedy delivery) to New York designers.

Time to Buck the Old System

Much to its dismay, Veteran Leather found itself saddled with an expensive and cumbersome accounting software package. The behemoth application was slow, poorly integrated, and made reporting a nightmare. Andrew Sapienza, president, made a tough decision—to scrap the package, although he'd had it only a year and a half. Instead, he searched for a business solution that could track open orders and provide real-time information to customer service representatives. He found what he wanted in Sage MAS 90 ERP.

Saddling Up With a Winner

“Changing our accounting software application to Sage MAS 90 was a significant transition for us, but definitely worth the effort,” say Sapienza. “The new system automates all of our operations, from order entry through shipping. We can rely on it, because it's easy to use and employees make fewer mistakes in data entry. Reports can be modified in virtually any way that we request. For example, we can report on orders by customer, item, material, product line, or delivery date. In addition, we're now able to assess our inventory needs through open order reports, for more timely deliveries to customers.”

Customer:

Veteran Leather Company, Inc.

Industry:

Leather trim manufacturer

Location

Long Island City, New York

Number of Locations: One

Number of Employees: 100+

System:

Sage MAS 90

- General Ledger
- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- Crystal Reports
- FAS Asset Accounting
- FRx Desktop
- Custom Office
- Purchase Order
- Sales Order
- Inventory Management
- StarShip

CHALLENGE

Obtain a user-friendly, automated business solution that can streamline operations, track open orders, and provide real-time data/account access.

SOLUTION

Sage MAS 90 financial, distribution, and StarShip modules.

RESULTS

Streamlined automation from order entry through shipping; reduced data entry errors; precise open order tracking; easily customized reports; instant, real-time data/account access; enhanced customer service.

The Inventory Management module within Sage MAS 90 tracks inventory from raw materials to finished goods. Material needs are identified immediately upon producing an open order report. Projections are easy with a customized report created through Crystal Reports®. The new system has reduced the amount of raw materials that must be kept on hand, and helped ensure that sufficient quantities are available when needed.

“Sage MAS 90 has doubled our efficiency through greater access to data,” commented Sapienza. “The improvements we’re seeing in customer service are too great to measure—we’re now on top of open orders and can furnish appropriate information to customers on a moment’s notice.”

Veteran Leather has recently implemented StarShip, a Sage MAS 90 module that automates shipping. StarShip sends an e-mail to customers as soon as an order ships, providing tracking numbers. The system has been popular with their customers, who no longer have to call Veteran Leather for status checks.

Sapienza is glad he opted for the Sage MAS 90 Gold Phone Support plan. “It’s a very valuable asset,” he says. “Our support plan guarantees that we’ll hear back from tech support within an hour. If you figure what every transaction costs us while we’re waiting with a system question, you realize how essential the plan is.”

Sage MAS 90 has earned a hero’s medal at Veteran Leather. “We’ve been through three business software applications in the past 10 years,” explains Sapienza, “and I’ve finally found the one that’s right for us.”

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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.

