

CUSTOMER SUCCESS



Advanced Retail Management: The Technology Resellers Need to Excel

Colorado Rockies fans can buy hats, t-shirts and souvenirs quickly and easily at Coors Field, thanks to a point-of-sale (POS) system from Advanced Retail Management Systems. So can Utah Jazz enthusiasts at Delta Stadium and customers at countless other retailers across the nation, whether they are department stores, national chains, or independent retailers.

Advanced Retail Management Systems (ARM) is one of the nation's largest value-added resellers for RetailPro, a POS and inventory control system used by more than 17,000 stores worldwide. ARM provides system sales, training, support, and other related services. With locations in Denver, St. Louis, and Chicago, the company serves clients throughout the United States, as well as in Canada and Puerto Rico.

Seamless Links to Core Product

When ARM outgrew its early accounting system, it turned to Sage BusinessWorks 50 Accounting with a full complement of modules for improved inventory management, financial analysis and reporting.

"Our business has grown to more than 1,200 customers in 38 states and Sage BusinessWorks has been able to handle our growth and needs over the years," says Laurie Vigil, director of financial services at ARM. "Once we got Sage BusinessWorks running, we had the tools to give us the information we needed from our accounting system. Plus the system was easy to learn and use. We were very pleased."

ARM recently upgraded to Sage BusinessWorks to take advantage of industry-standard Windows-based architecture and greater transaction capacity. "The transition to Sage BusinessWorks went smoothly as everyone was familiar with the way version 12 worked," Vigil says. "Plus the new features like e-mailing statements, for example, were very well received."

Real-Time Data Access Throughout the Company

ARM uses Sage BusinessWorks to manage every facet of accounting, from generating sales orders and purchase orders, to managing the general ledger and integrating payable and receivable functions. When software packages arrive, they are entered by part number into the system, and tracked automatically for real-time inventory control. Sales order information interfaces

Customer:

Advanced Retail Management Systems, Inc.

Industry:

Point-of-sale and inventory control systems

Location:

Littleton, Colorado

Number of Locations: Three

Number of Employees: 33

System:

Sage BusinessWorks

- Accounts Payable
- Accounts Receivable
- Cash Management
- Crystal Reports®
- Custom Office
- General Ledger
- Inventory Control and Purchasing
- Order Entry
- Payroll
- System Manager

CHALLENGE

Keep pace with growing business without having to reinvest in different business software.

SOLUTION

Sage BusinessWorks, with a full complement of modules including Inventory Control, Order Entry and Payroll.

RESULTS

Customer base doubled with only small increase in staff, and efficiencies increased by 30 percent.

with warehouse reports, and generates orders to fulfill each sale. The result has been a demand-based inventory operations.

The company has better strategic tools with the upgrade, too. "With Sage BusinessWorks, we can easily create reports for insightful financial management," says Vigil. "We produce income statements, balance sheets, aging reports for payables and receivables and gross margin by sale. In addition, we like to run flash reports, which provide a snapshot of our highest-volume clients, and show most frequent orders by customer."

Because Sage BusinessWorks interfaces with Microsoft Outlook, it's easy for ARM to e-mail reports or contact the developer directly when necessary. ARM also accesses technical support and downloads upgrades electronically as they become available.

Best of all, Vigil says, is the increased volume of business the new system supports. "We've seen efficiencies increase by at least 30 percent since adopting Sage BusinessWorks," she says. "In addition, we've grown from 500 clients to nearly 1,200, and have hardly had to add staff members, due in large part to the power of our new system and the way it has streamlined operations."

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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.

