



Microsoft Dynamics Distribution Industry Case Study

Special Projects Group

Overview

Country or Region: United States

Industry: Supply Chain Management

Customer Profile

Special Projects Group, Inc. is a high-end consulting distributor specializing in the storefront entrance and specialty door markets. Their application engineering team also provides concise product specification writing that incorporates life safety, access control, and building automation.

Business Situation

The company required a solution that could let them run their unique business their way, by controlling key processes, inventories, and costs.

Solution

With the help of strategic partner SIS, LLC, Special Projects Group deployed Microsoft Dynamics SL along with custom software modules to build an integrated system that has exceeded requirements.

Benefits

- Inventory reduced by 30 percent
- Increased cash flow and inventory turns
- Dramatically improved reporting
- Increased information capture
- Integrated key business processes
- Consistent and timely access to data

High-End Distributor Reduces Inventory by 30 Percent for Increased Cash Flow

“SIS provided us with in-depth explanations and aligned their efforts with what we were trying to do.”

Alan Pfund, Owner and CEO
Special Projects Group

Seeking a trusted advisor who would respond to their specific needs, Special Projects Group contacted Microsoft Dynamics directly for a referral and were introduced to SIS. Through the resulting collaboration, SIS was able to tailor Microsoft Dynamics SL software to provide this supply chain company with custom financial and inventory management tools.

Special Projects Group (SPG) had purchased Microsoft Dynamics software four years earlier from a Microsoft partner who later became de-certified. The older version and configuration were no longer meeting the business requirements of SPG in light of recent changes, and a new partner was required. After Microsoft referred SPG to SIS, and a project team from both companies was formed. The goals were to review the current situation, map the business processes, and upgrade and tailor the existing software to better support SPG's overall objectives.



“SIS employees invested a lot of their own time to help us reach a common goal. I respected their work ethic, and as far as I’m concerned SIS will be with us as long as I own this company.”

Alan Pfund, Owner and CEO
Special Projects Group

About SIS, LLC

SIS is a Gold Certified Microsoft Dynamics Partner providing financial and operational software for the distribution industry.

Specializing in distribution applications since 1992, SIS offers enterprise resource planning solutions to support a company’s existing business processes and improve profitability.

SIS is the founder of the Solomon Users Group for Contractors, a member of Microsoft’s Partner and Product Advisory Boards and the Microsoft President’s Club, and the recipient of Microsoft Partner Awards for Competency, Loyalty, and Customer Service Excellence.

Accounting Technology magazine ranks SIS as one of the Top 100 accounting software resellers in the United States.

For More Information

For more information about SIS, call 1.888.844.6599 or visit the web site at www.sisn.com.

For more information about Microsoft Dynamics products, visit the Web site at: www.microsoft.com/dynamics.

Situation

SPG is a supply chain provider of access control devices, working with general contractors and manufacturers. Located in Duluth, Georgia, the company offers a wide range of engineering, procurement, warehousing, shipping and consulting services.

SPG also handles returns and logistics for access device customers who deal with new and existing facilities. SPG’s reputation in the industry, as well as their outstanding customer service, make them the vendor of choice in this commodity-based market.

SPG is extremely process-oriented, and requires a high degree of flexibility in their business software. In working with SIS, SPG planned to increase access to information throughout their entire organization, as well as improve business analytics around costs and other key performance indicators.

SIS tailored the software to provide a faster and more reliable view of their business information. This in turn increased employees’ confidence in utilizing the system. The end result was that users could finally have real trust in the data within the system, so they now use the system significantly more. As a result, the entire organization can more intelligently evaluate projects, serve customers, and forecast ongoing business needs.

Solution

The Microsoft Dynamics SL software was ideally suited to support the business processes critical to SPG. Improvements occurred in management reporting, inventory control, shipping visibility, cost analysis, and accounting compliance.

SIS worked closely with SPG to engineer enhancements primarily within the customer service components of Microsoft Dynamics SL. Care was taken to address and support the needs of a quality-centric, logistics-focused organization that relied on regular data entry and usage.

Specific improvements within the software included:

- Shipping Visibility – SIS customized the Customer Service Assistant screens to integrate with UPS shipping and tracking. This provided greater visibility to the employees and eliminated redundant data entry.
- Inventory Control – Equations were developed to establish highs and lows of 360-day report cycles to understand inventory levels. This was used to create an intelligent ID system to help evaluate non-stock items, using the same equation, to look for items recommended to be kept in stock.
- Key Performance Indicators - Custom reporting was created that looks at historical transactions and determines actual lead time to delivery.
- Accounting Compliance – SIS devised custom reporting to help SPG to deal with Federal, State and Local accounting methods to improve efficiency in preparing quarterly and annual statements.

The result for SPG is that a reliable system to support their business processes is now in place. Employees can look at the data and feel confident that what they see is accurate and timely.

System use has increased dramatically, leading to improved customer service with more data than ever at users’ fingertips. In addition, the tailored customer service utility has improved the evaluation of projects that change in midstream. The utility is currently being enhanced for a customer-facing web interface.

Perhaps the most important results are that the equations and customizations developed within the system have led to inventory reductions of 30%. These improvements have increased both cash flow and inventory turns.