

## CUSTOMER SUCCESS



## Sage MAS 90 and JobOps are made-to-order solution for Rosewood Industries

When discerning home owners, high-end bath and kitchen dealers, and hotel chains are in the market for cabinets built to exacting specifications, they turn to Rosewood Industries. Rosewood Industries opened its doors nearly 20 years ago, building and maintaining a reputation for personalized service and exceptional quality. To manage its make-to-order operations, Rosewood Industries relies on Sage MAS 90 ERP and JobOps, an integrated job management tool.

### Zero In On The Right Solution

“We took one look at Sage MAS 90 and JobOps and were sold—the product provides solutions for every business problem we were experiencing,” recalls James Love, president of Rosewood Industries. “And the Sage Software Business Partner demonstrating the software was able to answer every question we had.”

Love recounts the situation that led him to look for a new solution, “We moved from an entry level software package—which didn’t work for us at all—to SBT, which handled our accounting tasks just fine, but not our production tasks.” Accurate production scheduling was the company’s main concern. “We need a tool to help us monitor the progress of each job. When a customer calls, we need to tell them exactly where the order is in the production cycle.” Love and his team began looking in earnest for a production scheduling tool, and quickly found out about Sage MAS 90 and JobOps. “Our CPA was very familiar with Sage MAS 90, and endorsed it completely,” says Love. “That and the fact that it could help us manage our custom job process made the decision easy.”

### Save Time And Boost Productivity

Love says his staff previously spent over 60 percent of their time providing customer status reports. For each request, staff had to call, or in many cases visit the warehouse, to find out where a particular order was in the production process. “We’d try to keep a spreadsheet updated, but it was always at least a day behind,” he says.

With Sage MAS 90 and JobOps, staff can find those answers immediately. JobOps maintains real-time status of every work order, updated throughout the day as the staff on the shop floor completes tasks.

#### Customer:

**Rosewood Industries**

#### Industry:

Custom Cabinet Fabrication

#### Location:

Stigler, Oklahoma

**Number of Locations:** 1

**Number of Employees:** 85

#### System:

##### Sage MAS 90

- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- Business Insights Explorer
- Custom Office
- eBusiness Manager
- General Ledger
- Inventory Management
- Purchase Order
- Payroll
- Sales Order
- JobOps

### CHALLENGE

Rosewood Industries’ old accounting software lacked job cost capabilities. Staff relied on spreadsheets to track open projects. Providing status reports to customers occupied more than 60% of staff’s time.

### SOLUTION

Sage MAS 90 and the integrated job shop management solution, JobOps, provide real time, accurate information Rosewood Industries uses to its advantage.

### RESULTS

Rosewood Industries is saving over eighty hours each week, and using that time for value-adding activities. Accurate job costing information allows the company to focus on winning profitable jobs.

“The new system represents a tremendous boost in efficiency,” says Love. “We’re saving hours equivalent to two full-time positions, and that doesn’t even include the hours saved by eliminating the duplicate data entry.” Love says his team is now able to spend that time seeking new business opportunities and speeding orders through the production process. “We’re focusing on more value-adding tasks now,” he adds. “Plus now we know exactly how long each of our jobs is taking to complete. That knowledge allows us to provide better up-front estimates to our customers.”

Rosewood Industries is currently working with its business partner to implement the .inquiry component of the Sage MAS 90 eBusiness Manager module. When up and running, customers will be able to check their order’s status online, saving even more of the staffs’ time.

#### **Focus On Profitable Jobs**

The company’s old software lacked job costing capabilities; there was no way to determine which jobs were profitable—and which were not. “Before we thought we knew what was making us money, but were never sure,” says Love, “Now we have access to accurate, up-to-date cost and revenue figures for every project. Naturally, we want to focus our sales efforts on winning the kind of projects we do best—and that are the most profitable. Sage MAS 90 and JobOps allow us to do that.”

#### **Streamline Purchasing**

Sage MAS 90 is also helping Rosewood Industries streamline its purchasing processes. “Before, we didn’t trust our inventory numbers to know whether we adequate materials in stock so we’d typically generate a new purchase order for the materials we needed for each job,” explains Love.

Now the company is able to determine precisely what materials are needed for each project, which are already in stock, and which need to be ordered from suppliers. The software even generates purchase orders automatically for the needed materials.

#### **Organize For Efficiency**

Love appreciates the wealth of data that can be maintained for both customers and vendors. Multiple contacts, such as the

*“We’re saving time and money while focusing on our mission—delivering profitable jobs that exceed our customers’ expectations.”*

business owner, sales representative, and accounts payable clerk can all be stored in the customer record. The customers’ Web address stored in their file can come in handy as Love relates, “I was leaving to visit a customer’s site and realized I didn’t know quite where it was. I clicked on the Web site link in the customer file and brought up a map and driving directions.”

The Custom Office module allows Rosewood Industries staff to attach an electronic copy of every order, plus any related correspondence to the customer file, ensuring these valuable documents are easily accessible by all who need them.

Rosewood Industries also is investigating the Paperless Office Extended Solution for Sage MAS 90 which prints journals and reports to Adobe PDF files, eliminating the need to print and manually file each piece of paper.

#### **Leverage Business Intelligence**

Love and his team have access to reports that detail open projects and sales by customer, by sales representative, and by territory. “I love the ability to mine the data using Crystal Reports,” says Love.

“Sage MAS 90 and JobOps represent a huge step in the right direction for us,” concludes Love, “We’re saving both time and money while focusing on our mission—delivering profitable jobs that exceed our customers’ expectations.”

## **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.



**Your business in mind.**