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**CUSTOMER SUCCESS STORY**

# Ending the Paper Chase: Bazzill Basics Paper Tears Into Inventory Challenges

**CUSTOMER**

Bazzill Basics Paper  
www.bazillbasics.com

**INDUSTRY**

Scrapbooking

**LOCATION**

Chandler, AZ

**OTHER INFO**

50 Employees

63,000 Square Foot  
Warehouse

**SYSTEM**

Sage MAS 500

Integrated WMS for  
MAS 500  
(Developed by ISM)

The folks at Bazzill Basics Paper in Chandler, Arizona have an eye for color and greet their work with an artistic, discerning gaze. Serving the creative world of scrapbooking, Bazzill creates the number-one leading cardstock thanks to its unique quality and hues, and was the first in the industry to develop textured scrapbooking paper. Selling to both mom-and-pop stores and big-box craft emporiums, Bazzill excels at getting scrapbook artists' memories down on paper.

"Try having 10 different whites ... and we're not even into the ivories yet," says Carol Niemyski, VP and COO at Bazzill. "You can imagine what our inventory looks like. We have thousands and thousands of options, colors, papers, and textures for the kind of business we do."

**Shades of Gray**

Bazzill had been using Sage MAS 90 since its inception and it served them well when the company was smaller. But with great success came an expanded product line and larger customer base. With an increase in orders and thousands of inventory items processed daily, MAS 90 began lagging behind. When Bazzill moved into its current 63,000-square-foot facility, the need to upgrade to Sage MAS 500 became apparent. Still, the choice to upgrade was not a black-and-white decision.

**Smooth Transition On Paper and In Practice**

Bazzill called on its long-time technology partner, Info Sys Management (ISM), to assist with the transition to MAS 500. According to Paul Schreiber, Bazzill's IT Manager, "ISM has been with us since the beginning and they know our business well. They did a fantastic job of helping us understand why the upgrade would be beneficial, what the challenges might be, and developed a detailed plan to get through the transition smoothly."

Because Bazzill did so much volume, ISM recognized that an upgrade during business hours could significantly impact operations. Therefore, ISM successfully completed the data conversion over a weekend so come Monday morning, all files were transferred, historical data moved over, and MAS 500 was up & running without a hitch.

**Success by the Book**

ISM had also developed a unique Warehouse Management System (WMS) that integrates with MAS 500. By adding the custom WMS to MAS 500, Bazzill significantly improved speed and accuracy in the warehouse with bar codes, handheld devices, and automated data collection.

Prior to implementing WMS and MAS 500, Carol says, "Our warehouse processes



*(Continued on back ...)*

*“Thanks to ISM, our customer service calls are greatly reduced and MAS 500 easily handles all the data we put through it.”*

*“WMS makes everyone’s job easier while providing us with technology that will allow us to continue growing without adding headcount*

- Carol Niemyski  
VP and COO  
Bazzill Basic Paper

were completely manual and the **human** side of our business was maxed out. It became more and more difficult to keep up with the volume and manually double-check the accuracy of shipments and inventory.” Now, warehouse personnel rely on mobile laptops and handheld devices to scan inventory as it’s coming and going and all the information is fed back to MAS 500 in real-time.

According to Carol, “Our warehouse is so much more efficient and nearly error-free. WMS makes everyone’s job easier while providing us with technology that will allow us to continue growing without adding headcount.”

#### **Picking Winners Every Time**

The Sage MAS 500 bin tracking functionality proved incredibly helpful for a large warehouse like Bazzill’s. According to Carol, “We use bins to track multiple locations for items that move quickly. We always know exactly where specific back stock is located and can get it to the picking area without delay.” With MAS 500 bin locations combined with WMS, warehouse personnel rely on their handheld device which directs them exactly where to go to pick an item. The system will also coordinate efficient routes and picking of multiple orders.

#### **Customization is Key**

According to Paul, “The ability to customize MAS 500 was an important consideration.” Built on Microsoft SQL and Visual Basic, MAS 500 provides an open architecture that allows Bazzill to modify screens, forms, and even source code to match their specific workflow. Paul says, “We’ve really modified MAS 500 so it fits us like a glove. In particular, we’ve done extensive work on our order entry screens to get orders in the system, out to the warehouse, and ultimately out the door faster and more accurately than ever before.”

#### **Turning the Page Toward the Future**

“Before the transition to MAS 500, our customer service call volume was considerably higher,” says Carol. “A manual processing error doubled the work and cost for every order. We’d have to process the return, reprocess the correct order, and pay all the extra shipping ... not to mention the impact of a negative customer experience. Today, thanks to ISM, our customer service calls are greatly reduced and MAS 500 easily handles all the orders and inventory data we put through it.” With MAS 500 in place and ISM at their side, Bazzill can maintain their competitive edge while continuing to focus on creating memories that last.



#### **Info Sys Management, Inc. (ISM)**

Good Business partners are essential to every business. That is why more than 400 clients across the nation rely on ISM as their information technology partner. With a team of experienced and certified professionals (Microsoft, Sage, ACT! by Sage, Sage CRM SalesLogix & Citrix) ISM brings simple answers to your complex technology questions so that you can manage your business, not your technology solutions. Visit us online at [www.goism.com](http://www.goism.com).

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