

Information Systems Turns Up The Volume For Triad Speakers

Triad Speakers, Inc. designs and manufactures high-end, high-performance architectural loud speaker systems for home theater systems. Its products are sold only through company-authorized distributors and installed only by contractors specializing in these specialized systems. To manage its busy manufacturing, distribution, and accounting operations, Triad Speakers relies on Sage 100 ERP.*

“We had been running an old version of Great Plains (now Microsoft Dynamics GP) on a laptop—if you can believe that,” recalls Denise Wood, controller at Triad Speakers. “Needless to say, it was very outdated and very slow. We relied on spreadsheets for many things, because the software lacked a lot of the capabilities we need.”

As the decision was made to upgrade to a current ERP solution, Triad Speakers evaluated Microsoft Dynamics GP, but ultimately decided on Sage 100 ERP. “The manufacturing capabilities in Sage 100 ERP were much better, and we were drawn to the product expertise and the support offering from Information Systems Management,” says Wood.

Assemble Successful Components

The light-assembly type of manufacturing performed by Triad Speakers is an ideal fit for Sage 100 ERP. Information Systems Management (ISM) configured the Bill of Materials module to hold and organize the many parts that go into each speaker assembly—from grills, to housings, to electronic components. As each finished speaker is recorded in Production Entry, the parts used are relieved from inventory, and the finished products are received into inventory automatically.

Lean Manufacturing

Triad Speakers runs a lean operation, maintaining minimal inventory stocking levels while producing finished speakers to meet customer demand.

*Sage 100 ERP was named Sage ERP MAS 90 when Triad Speakers, Inc. initially implemented this solution. Product names have been updated in this case study to reflect current naming.

Client
Triad Speakers, Inc.

Industry
Consumer Electronics

Location
Portland, Oregon

Number of Locations
One

Number of Employees
70+

System
Sage 100 Standard ERP

CHALLENGE

Outdated DOS-based Great Plains software lacked inventory and manufacturing tools and forced the company to use spreadsheets and databases to hold vital business data.

Solution

Sage 100 ERP provides a state-of-the-art integrated module set delivering strong accounting and flexible manufacturing functionality. ISM provides expert product support and consulting services.

Results

Costly purchase order variances are dramatically reduced and physical count accuracy has increased three-fold. RMA module speeds problem resolution. Paper usage is reduced and storage is minimized through electronic storage and retrieval.



About ISM

ISM provides valued solutions and world-class service with honesty and integrity to our partners and clients through the continued training and professional development of our diverse team of consultants and staff. ISM works with the award-winning Sage solutions. In addition, ISM provides a wealth of customized solutions for the Sage product community to both our large client base and the large Sage Reseller channel.

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Sage 100 ERP helps support this lean manufacturing model by providing the company with detailed information about open sales orders, stock on hand, back order quantities, volume on purchase order, and vendor lead times—information it uses to make production and purchasing decisions.

Wood says that purchase order variances, common when using the old software, have virtually disappeared. “Sage 100 ERP creates a very clear and easy to follow audit trail, so if there ever is a variance, we’re able to track it down easily.”

Wood estimates that accuracy during physical counts has increased three-fold. “It’s primarily a result of having all the numbers in one system. Before we had one system for accounting, and inventory was tracked in an separate database. By bringing those systems together, we’re achieving a high degree of accuracy.”

Customer Service Excellence

Triad Speakers prides itself in its service before, during, and after the sale. The Return Merchandise Authorization (RMA) module helps it keep its customers happy. In the rare cases where damage occurs during shipping, or a faulty part is discovered, the company’s staff is able to rapidly identify a product’s warranty status and arrange for a cross shipment of the repair part.

By recording a reason code for every return, Triad Speakers is able to analyze returns looking for potential manufacturing defects or problems with its assembly or distribution processes. “We can identify problems earlier this way, and trace them to their source,” says Wood.

The company’s complex pricing structure is skillfully handled within Sage 100 ERP—customers are assigned a price code that determines which price list is used.

Eliminate Paper Pushing

ISM implemented the Paperless Office solution for Sage 100 ERP, which enables Triad Speaker to produce PDF copies of orders, invoices, and statements, and send these documents by e-mail directly to customers. The Paperless Office solution also prints journals and registers to a PDF file format, allowing Triad Speakers to electronically archive these important, yet seldom-used documents. Journals and registers, once stacked in filing cabinets in the storage room, are now stored in a secure electronic format, readily accessible when needed. “Paperless Office is wonderful,” says Wood. “We were buried in paper before.”

Remote Access Boosts Productivity

Triad Speakers’ regional sales managers and remote marketing team are able to access Sage 100 ERP securely over the company’s virtual private network (VPN). The access allows these individuals to create orders, check the status of existing orders, query inventory levels, confirm pricing, and much more. “They’re able to be much more effective in their jobs,” says Wood. “They don’t have to call our inside sales representatives for the answers that they now can get for themselves.”

The Sound Of Success

“ISM has given us a comprehensive view of our entire business from manufacturing and distribution through accounting,” concludes Wood.

“Now we have a comprehensive view of our entire business.

Sage 100 ERP gives us a fully-integrated, highly-efficient system for manufacturing, distribution, and accounting.”