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Phoenix Furniture Is Right At Home With Sage 300 ERP And ADSS Global

CUSTOMER
Phoenix Furniture Industries

INDUSTRY
Wholesale Distribution

LOCATION
Philadelphia, Pennsylvania

NUMBER OF EMPLOYEES
22

SYSTEM
Sage 300 ERP
(formerly Sage ERP Accpac)
ADSS Global Hosting

Phoenix Furniture Industries distributes quality household furnishings to retailers from its two locations in Philadelphia and Melrose Park, Illinois. Phoenix Furniture prides itself on its broad selection, personalized service, and rapid delivery. To run its fast-paced and growing operation, Phoenix Furniture selected Sage 300 ERP (formerly Sage ERP Accpac) supported by the expert consulting team of ADSS Global.

A Winning Combination
Phoenix Furniture was formed after a larger wholesaler diverged, and had the option of retaining the ERP solution used by that organization. Ultimately, though, Phoenix Furniture decided to find a more suitable solution. "It didn't have the scalability we needed and the cost of ownership was too high," recalls Dave Christy, Vice President of Business Technology.

Phoenix Furniture reviewed two other ERP applications before deciding on Sage 300 ERP. "In addition to Sage 300 ERP, we looked at Microsoft Dynamics GP, and Infor," says Christy. "We had three major requirements of the software: a SQL Server platform, ease of customization, and a low IT resource burden. Only Sage 300 ERP met all three."

Christy notes that there was one additional, equally important factor in their decision to select Sage 300 ERP – a trusted business partner: "We really like ADSS Global. They came in prepared with answers, not a sales pitch. They took the time to understand our business, where we were then, and where we wanted to be. I was impressed."

Private Cloud Implementation
To address the company's desire for a solution that requires minimal IT resources, ADSS Global offered to

CHALLENGE

As a startup company, Phoenix Furniture sought a scalable ERP solution that was customizable, SQL-based, and offered a low total cost of ownership.

SOLUTION

Phoenix Furniture selected Sage 300 ERP, hosted and implemented by ADSS Global, as its new business management solution.

RESULTS

Private cloud hosting at a fixed monthly cost reduces IT burden. Customized functionality meets unique business requirements. Knowledgeable, responsive partner optimizes usability and speeds return on investment.

ADSS GLOBAL

ADSS Global is a leading global partner for Sage with over 110 certified professionals in more than 50 office locations on the East Coast, West Coast, Gulf Coast, Midwest, Pacific Region, Caribbean, Canada, and Europe.

ADSS Global provides service to more than 3,500 companies and organizations in over 20 countries. Our staff is multi-lingual, speaking more than 6 languages and is made up of professionals such as CPAs, MCSEs, CNAs, CITPs and CGMAs.

At ADSS Global, we offer support and training on the Sage ERP solutions and on End-to-End Business Solutions including CRM, HRMS, Warehouse Management, Manufacturing, Service Management, POS, Fixed Assets, Web Store, EDI, Project and Job Costing, Sales Tax Management and others.

ADSS Global also offers many Information Technology (IT) services including, but not limited to the following: IT Hardware and Software; Hosting and Web Design; Business Continuity/Disaster Recovery; Email Spam Filtering; Managed Services; and Power Management & UPS.

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host Phoenix Furniture's Sage 300 ERP application at the ADSS Global Data Center, creating a private cloud configuration that offers precisely what Phoenix Furniture needed. "We own our software, which was important to us, yet we do not have the burden and expense of maintaining the servers and Sage 300 ERP in house," says Christy. "We pay a fixed fee for ADSS Global Hosting which really helps us with our budgeting."

Christy previously worked as a disaster recovery analyst so he is more familiar than most with the cost and inconvenience involved in even a relatively small failure. "We don't have that worry now," he says. "ADSS Global has the redundancy, security, and backup protocols built into their own data center."

Expert Implementation

ADSS Global helped Phoenix Furniture meet a very aggressive go-live date of less than 45 days. "We had the software up and running in just 30 days," says Christy. "Then we spent two weeks refining and customizing the workflow before we began processing live transactions. It all went very smoothly."

Adapts To Fit The Business

Phoenix Furniture delivers its products to customers across a broad geographic region. In order to optimize the routing and delivery process, the company engaged ADSS Global to build a customized dispatch module within Sage 300 ERP. "It works beautifully; we assign a route code to each customer based on their location and the custom software then builds the drivers' routes by looking at the day's orders," says Christy. "The software also calculates the cubic volume of each order and helps us fill each truck to capacity to ensure the profitability of each delivery."

Ensuring Profitability

Freight costs associated with moving furniture around the country and around the world are high, and ultimately affect Phoenix Furniture's bottom line. ADSS Global helped the company configure the Sage 300 ERP solution to capture and track the landed cost for each purchased item. "We import from overseas and buy from domestic manufacturers as well. The ability to monitor an item's landed cost helps us ensure that we are pricing our products correctly," explains Christy. "In our old software, we spent upwards of $60,000 to obtain landed cost data, and now we have it as part of the total solution."

It is vital for Phoenix Furniture to empower its sales staff with the ability to offer customer discounts when appropriate. However, discounts that cut too deeply into profit margins are counterproductive. The flexible, configurable pricing tables within Sage 300 ERP allow Phoenix Furniture to set up discount tables that vary by product, product line, quantity, or customer. In addition, a margin limit is specified, preventing an item from being sold below a set point.

Partner Exceeds Expectations

Phoenix Furniture appreciates the excellent support and service that the ADSS Global consultants provide. "They helped us refine our workflow and then tailored the software to support it," says Christy. "Each of the ADSS consultants we have worked with have a strong accounting background, which has proven very advantageous to us. And they understand how our particular business works. ADSS Global exceeds our expectations every time we interact with them."

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