



"Eagle is proactive; they offer us solutions without being asked. It shows they know (Sage) MAS 90, and that they care about us getting the most gain from the product."

Karen Denen, Office Manager
Creations by Alan Stuart, Inc.

Eagle Creates Efficient Solutions For Creations By Alan Stuart, Inc. A Sage MAS 90 Solution

Leopard-print sleep masks, cuddly baby items, lush chenille robes, collegiate logo items, pampering bath products, and chic handbags. They are all the work of Creations By Alan Stuart, Inc., a successful importer and distributor headquartered in New York City. The thirty-year old company has most of its products manufactured overseas, and distributes them to fashionable gift stores around the country. Demand for Creations By Alan Stuart (Creations) specialty products is high, last year alone saw a three-fold increase in sales.

A Fresh Approach

Creations' controller, Walter Crawford, is a long time Sage MAS 90 user and he had the nagging feeling they were not taking maximum advantage of the software. Several processes remained manual, or were otherwise inefficient, "It seemed to me that the software ought

to be able to do more for us than it was doing," says Crawford.

He began searching for a reseller who could help take the company to the next level of productivity. While they were having no major problems, Crawford just felt his team had outstripped their current reseller.

Crawford interviewed several consulting firms before deciding on Eagle Consulting Group of New York. "Many of the firms we interviewed told me 'yes' to everything I asked. I've been in the business world long enough

to recognize when someone's trying simply to sell me to bill me. Eagle's approach was different. From Eagle I got direct answers to direct questions. I received realistic promises, and well-managed expectations."

Eagle's condition that they begin by performing a comprehensive system audit particularly impressed Crawford. An Eagle consultant came on-site and performed a thorough review of the company's hardware and software systems, with particular attention paid to the Sage MAS 90 installation. "It was a very valuable exercise," recalls Crawford, "Eagle presented us with a document detailing the state of our system, including a number of points we needed to address." The system review allowed Eagle to make informed recommendations for automating manual procedures, streamlining inefficient tasks, and improving data integrity.

Targeted Improvement

The first area Eagle targeted for improvement was Creations' credit card processing. Sixty to seventy-five percent of orders are paid via

credit card. There's a steady flow of telephone and faxed orders throughout the year, supplemented by orders received via EDI and those logged by the company's sales representatives during industry trade shows. Processing the credit cards for these orders was a manual and inefficient exercise.

After keying in all the orders, Karen Denen, the office manager, would send the picking sheets to Creations' warehouse where the orders were picked, packed, and staged for shipping. Meanwhile, Denen would race to validate each of the credit card numbers. When a credit card was declined, Denen had to phone the warehouse to have them stop the shipping process until payment could be sorted out. A tremendous amount of time was wasted by both Denen and the ware-

house staff—time much better spent processing valid orders.

Eagle installed and implemented the Sage MAS 90 Credit Card Processing module. Now orders receive a pre-authorization as they are entered, ensuring Creations of payment before any further effort is expended. The process happens with a single mouse-click, and takes



Adding the Credit Card Processing module saves time and improves the Invoicing process for Creations By Alan Stuart.

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mere seconds. As the order is subsequently invoiced, the Credit Card Processing software charges the customer's card for the invoiced amount. The new process saves time, effort, and adds enormous convenience.

Streamlining Saves Labor

Another Eagle recommendation was automation of the commissions process. Creations employs independent sales representatives, each is set up as an Accounts Payable vendor to receive commission payments. The sales representatives need listings of invoices they are being paid for, to verify against their own records. Each month Denen would print a report by salesperson of all the invoices where commission was payable. She would then key each invoice individually into the Accounts Payable module so the salespeople would have a list of each individual invoice included in the payment on their remittance advice. The commission process took Denen two full days every month to complete.

Eagle showed Denen how she could link the Sage MAS 90 Accounts Payable module to the Sage MAS 90 Accounts Receivable module, so that as a customer invoice was paid, it would create an Accounts Payable invoice. Now the process is completed to everyone's satisfaction, with no user intervention at all. This improvement saves two work days each and every month.



Improvements Eagle recommended save two days per month in Creations's commission processing.

Trusted Partner

"Eagle is proactive, they offer us solutions without being asked," says Denen. "It shows they know Sage MAS 90, and that they care about us getting the most gain from the product."

Crawford is quick to praise Eagle's professional approach to project management, "When Eagle gives us an estimate, it always comes in at the quoted price or less. There are never any surprises."

Creations by Alan Stuart, Inc. is a lean business; just six employees managing a high volume of sales. They don't have time to wait for technical support when a question arises. By

subscribing to Eagle's annual support plan, Creations receives a guaranteed response time and unlimited support, all for a fixed yearly fee. "I'm a perfectionist," says Denen, "When I ask for something, I need and expect it to be done right and done quickly. Eagle hasn't disappointed me."

Crawford attended a Crystal Reports® training course offered by Eagle. As a result, he now feels confident in designing many of the day-to-day reports the company needs. "I feel like I really got my money's worth, the

course was well done and informative," says Crawford.

Without Eagle Consulting Group's assistance Crawford says he's certain he would have had to hire additional staff to meet the company's growing sales volume. "Eagle is simply a pleasure to work with. The quality of the people there is excellent. Every one of them is knowledgeable, polite, innovative, and responsive."

Headquartered in New York City, our firm has specialized in Sage MAS 90 and Sage MAS 200 by Sage Software since 1994.

Since our firm supports the Sage MAS 90 family of products, you can be assured of our experience and expertise in solving business problems.

If you need to improve how your firm approaches distribution, we would like to talk with you to see if Sage MAS 90 is the right solution for you.



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