

Leslye Alexander of Koppers Chocolates wasn't sugar coating her opinion of MAS 90 and Eagle by saying, "It works! Eagle Consulting Group made it very simple!"

The Sweet Smell of Success a MAS 90 Distribution Solution

On any given day, from a tidy factory in Manhattan's West Side, the sweet smell of rum cordials, chocolate covered pretzels, or mocha almonds wafts enticingly into the surrounding air.

Koppers Chocolate Specialty Company, Inc., a family owned business has been producing award-winning chocolates and specialty confections since 1937. It all started when Grandfather Kopper, a Dutch/German immigrant, longed for the rich, dark, European chocolate of his homeland. He began producing specialty chocolates in his small factory in Greenwich Village; his reputation for offering delicious, high quality, old-world chocolate had begun.

From their factory in Sweden comes the ubiquitous gummi bear. On a dare they dipped the little fellow in chocolate and the result has gone on to become Koppers bestseller! Thirty years ago Koppers invented the chocolate covered espresso bean and now offers 40 varieties of this tempting treat. In all, Koppers Chocolate Specialty Company offers more than 300 creations to tempt even the most discriminating taste buds. They even offer a kosher and sugar-free line of sweets.

Providing personalized, friendly, one on one service is as important to Koppers Chocolate as ensuring the technology they

use remains modern and efficient. "Our old software was DOS based, and not Y2K compliant", says Leslye Alexander of Koppers, "we needed something new." MAS 90 for Windows offers Koppers a feature rich software, one which is flexible and adaptable to their individual needs, and which allows them to utilize the latest technology. As a small manufacturer they required the core modules and the distribution suite.

Sold on MAS 90's capabilities at a demo by another reseller, Leslye Alexander, Kopper's VP felt their software needs were not overly complicated. Yet months after their original implementation, Leslye

was disappointed that the software wasn't performing simple operations she felt sure it should be able to. A call to Eagle Consulting Group restored Leslye's confidence in the product. Using Eagle's expertise in MAS 90, any lingering problems were resolved. "I'm 100% more

satisfied than I was before", Leslye says, "Eagle knew the answers and found solutions for us."

User groups hosted by Eagle Consulting Group are "very helpful" in expanding Koppers staff's product knowledge. "I have so many questions, I don't know what to ask first", says Leslye; the user groups explore a wide variety of topics of interest to expand user's knowledge of new features and capabilities MAS 90 for Windows.

A favorite feature of the MAS 90 for Windows software at Koppers is the ability to email and fax invoices, something their customers



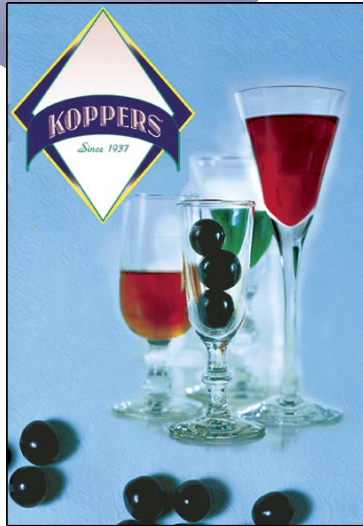
Sweet orders for MAS 90

also appreciate. Using Crystal forms, Kopper's has been able to incorporate their logo on their invoices. Using Adobe Acrobat®, the invoice forms are printed to a PDF file and attached as an email to customers.

Many of Koppers customers are small candy shops who wish to pay via credit card. The credit card validation feature of MAS 90 for Windows is a recent favorite, making for faster processing of the upwards of 50 daily orders, ensuring the culinary sweet-treats make it to customers on time.

Friendly, personalized service is a hallmark of Koppers. Helping customers choose just the right item from their large selection is part of that service. Charlotte Higgins, Kopper's customer service manager says, "I find MAS 90 is much more convenient than our old system, as I can get an overall picture of the customer while I am talking with them. I like that I can flip from one menu to another. For instance when a customer is not sure of the item they purchased last, I can quickly pull up their last order and see if they order milk chocolate gummi bears or white polar gummi bears".

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Most orders are shipped via UPS, and Koppers makes use of the ability to hold UPS tracking information on the invoice. In this way, employees can easily trace any package through to its destination by clicking on the tracking number on the invoice history screen to link to the shipper's web site.

Leslye rates Eagle Consulting Group's level of service as "excellent", and values the responsiveness and level of expertise they exhibit. Referring to the "let get this done" attitude, Koppers values the enthusiastic, concerned and friendly service they receive from Eagle Consulting Group.

Poised for the future with roots in the past, Koppers Chocolates, with the help of Eagle Consulting and MAS 90 for Windows will be turning out sweet treats for years to come.

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

Since our firm supports the 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 manufacturing, we would like to talk with you to see if MAS 90 is the right solution for you.



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