

SUCCESS STORY

The Challenge

Arnold Dental Supply was using an accounting and inventory management system that was originally designed for a retail tire company. It was inefficient resulted in manual processes and limited their access to meaningful reporting.

The Solution

Milestone provided a system that was designed to manage the inventories and sales processes of Arnold Dental. It streamlined the order management process and provided immediate access to financial and sales data.

The Results

Arnold Dental is now positioned to manage the business needs of today, as well as those of a changing regulatory environment. They have reduced order entry time on repeat orders from 25 minutes to just a few. Efficiency gains have resulted in the elimination of 2.5 full time employees and Milestone delivered a painless conversion in the process.

The Customer

Arnold Dental Supply
www.arnold-dental.com
Headquartered in Lynnwood, WA

The Industry

Dental Supplies

The System

- Sage MAS 90



Full-service dental supplier Arnold Dental has been serving its customers since 1903. Based in Washington State, they provide consumables used and sold by dental practices. They also sell, install and service equipment used in the dental office. Along with more than forty employees, they maintain a broad network of alliances with outside vendors to ensure that client needs are met either directly by them, or indirectly through partners.

Like Pulling Teeth

You wouldn't extract a tooth using a tire iron. Likewise, you shouldn't manage a dental supply business using a point-of-sale system designed for a tire company. However, that's just what Arnold Dental was doing and, over time, it made serving its customers increasingly difficult. "It wasn't an off-the-shelf solution but rather a custom-made Unix application," said Damon Farmer, Operations Manager for Arnold Dental. "The company that developed it was a tire company and they had developed it to sell tires. It had all the components and modules to manage inventory and so we used it." Damon added.

While the tire software was designed for once-and-done transactions, many of Arnold's orders were from repeat customers. The software wasn't designed to easily retrieve what a given customer ordered three months ago. Instead, Arnold customer service representatives were forced to print copies of past orders to place the customer's next order. Between scanning through a ten-page report on past orders, and entering the next order into the system, the process of placing an order sometimes took twenty to thirty minutes.

A broad inventory made price changes very difficult in the tire system. Instead of raising their prices when their suppliers did, Arnold Dental ended up absorbing the increase because of the difficulty of changing prices.

Reporting in the tire application was difficult as well. Preparing financial reports would take up to two weeks and had to be prepared by company accountants. Access to the data was limited and Arnold Dental needed a better way to get their data.



The Right Tools

If anyone understood the need to use the right tools for the job, it was Arnold Dental. They started their search for a replacement by combing the Internet. "We found eight different solutions while looking for those that would be user friendly, easy to learn, and had all the features we needed – not just for the Customer Service Representatives but for the warehouse, accounting, and purchasing as well," said Shannon Johnson of Arnold's Human Resources Group.

Arnold quickly focused in on Sage MAS 90 as it offered a typical Windows experience. It was easy to navigate and it seemed as if it would be easy to find data when searching. "The drop-down menus were familiar to us and we concluded it would be easy to understand and navigate. It seemed the least confusing and the easiest to teach our employees," concluded Shannon.

We interviewed two potential candidate companies, Milestone and a competitor. "We liked the product and people at Milestone best. They explained everything and answered my questions as opposed to trying to sell me their product," explained Shannon. "The competitor's employees were pushy, condescending, and talked down to us. I did not care for them. Milestone was friendly and straightforward. They were forthcoming in telling me what the product could and couldn't do. I knew what I wanted and I understood what I was getting from Milestone."



"I was really surprised at how tangible the benefits were. We were able to eliminate two full-time and one part-time position. Those costs savings are easily measured."

Shannon Johnson, Arnold Dental Supply



Everyone is Smiling Bright

"Our old system was archaic and we expected to have some difficulties," said Damon. "There were some things we didn't have access to that we had to convert manually, but the implementation process went surprisingly well. We didn't have any specific trouble."

"We have an employee that does not handle change well. He is slow to learn new things and I was concerned about how he would adapt to the new system," shared Shannon. "For this reason, I had scheduled two trainings for this individual. Thanks to the ease of use of the product, and the quality of training we received, only one class was needed. Milestone exceeded my expectations in this area and I'd label the training process a perfect 10," Shannon added.

With the introduction of the Sage MAS 90 solution, Arnold saw significant improvements in the way they did business. More than thirty people now use the system and Arnold reports that they are getting even better results than expected. Damon shared, "We continue to discover new benefits from the change and can now create reports that we would have never had access to in the past."

In addition to presenting all of the new reporting capabilities, Milestone spent considerable time ensuring that Arnold Dental had access to all of the data they had previously, in the format they previously used it. They were able to maintain continuity of information while expanding reporting capabilities considerably.

"New, unexpected benefits just keep showing up. Our President was apprehensive about the cost and questioned the need for a whole new system. However, he recently remarked about how easy and fast financial reports are to obtain," said Damon.

The Sage MAS 90 solution is much more flexible than the old tire system. Washington State recently changed the way they tax products and now apply the tax at the destination, rather than at the origination point. While the old tire system wouldn't have been able to accommodate this change, Sage MAS 90 made the change easily.

"I was really surprised at how tangible the benefits were," said Shannon. "We were able to eliminate two full-time and one part-time position. Those costs savings are easily measured. We're happy with Sage MAS 90, but more importantly with our decision to choose Milestone as our partner."

MILESTONE

INFORMATION SOLUTIONS

Milestone has acted as a solutions partner to Northwest area businesses in Washington State for over 15 years.

We offer Sage Software's award-winning Sage MAS 90, Sage MAS 200, Sage MAS 500, SageCRM and Intuit's QuickBooks Enterprise Solutions.

We implement business management systems that combine core accounting functionality with manufacturing and distribution functions to increase efficiency, productivity, and profitability.

Our areas of specialization include:

- Core Accounting
- Manufacturing
- Distribution
- e-business
- Customer Relationship Management (CRM)

We encourage you to learn more about us and our services, and we welcome the opportunity to help your business prosper.