

SUCCESS STORY

The Challenge

Olympic Foundry's system was outdated and they were quickly growing beyond its capabilities. Data entry was redundant and financial information was not available until month end.

The Solution

Milestone provided a system that worked in real time, dissolving data redundancy and solving a number of problems by providing immediate access to financial and sales data. They also consolidated multiple systems into one efficient process.

The Results

Olympic now runs at much greater efficiency and is able to provide a level of customer service that their old system never allowed - and Milestone has been there every step of the way to fit all of their specific needs.

The Customer

Olympic Foundry
www.OlympicFoundry.com
Headquartered in Seattle,
Washington with 5 U.S. locations
70 Employees

The Industry

Manufacturing - Metal Casting

The System

- Sage MAS 500 Accounting and Distribution
- Customized Container Tracking and Landed Costs modules



When it comes to metal products, Olympic Foundry knows its business. Having started as a small manufacturer in 1900, they have grown to focus on the importing and marketing of manufactured metal products from overseas. Today they boast a staff of 70 across 5 U.S. locations, including their main location in Seattle. From heavy machine parts to the ends of park benches, from decorative products for state parks to manhole covers, Olympic covers the field—gaining them a worldwide reputation for solving metal-casting challenges.

Old-Fashioned Business Gets Brittle

As business grew, Olympics' old Windows based program, SYSPRO, was not able to keep up with their needs. The biggest problem with the old system was in the fact that it lacked any real time processing. "We would have to wait until the end of the month to get inventory, management, or sales reports out of the system," recalled Rachel Talbot of Olympic Foundry. "On the financial side of things, this was a nightmare; scrambling to deal with the end-of-the-month slew of data, we would virtually shut down data entry for a few days while we balanced the numbers."

Olympics' system also contained many manual elements. For example, sales and purchase orders would be handwritten, sent to a central location, and entered to the system there. The accounting staff was spending a good deal of their time on data entry—essentially duplicating the order entry process. Because of this, inventory information was always a few days old, errors were more likely and there was still no way to access a comprehensive report until the end of the month.

Milestone Casts a Stronger System

When the frustrations became too much, Olympic looked into upgrading the old system, only to find that it would have been extremely expensive. They took the opportunity to look into a new system and spent over a year carefully examining different options against the upgrade.



One of the new systems being considered was Sage MAS 500, a name they had heard with rave reviews by another company.

When selecting a MAS 500 reseller, it was Milestone's personable demeanor that influenced Olympic to go with them. "They were easy to get along with," notes Rachel. "Others came in as salespeople, just pushing the product, but Dan sat and discussed how he could solve problems and interlink different modules."

Milestone set up the new system including a customized container tracking and landed costs module. They provided training to the Olympic staff, and once everything was in place, they literally turned off the old system one night and started MAS 500 in the morning. "You can imagine how stressful this could have been," recalled Rachel. "However, thanks to the team at Milestone we switched without a single hiccup."

With MAS 500, everything was brought into real time. Data entry functions were electronically transferred from the branches taking a large load off the accounting staff. Where orders were written by hand before and sent to be entered later, now orders were simply entered to the system on the spot and immediately accessible at all locations. In addition, financial data was available on a daily basis.



“The new system has changed our company for the better in so many immeasurable ways. The time and cost savings along with the business information tools will result in hundreds of thousands of dollars to our bottom line.”

Rachel Talbot, Olympic Foundry



Olympic finally had accurate, up-to-date information on their inventories, sales, and finances at their fingertips, greatly increasing efficiency.

Olympic was also running multiple systems at the same time which Milestone was able to consolidate. For example, Olympic had to calculate all of their shipping information by creating an Excel spreadsheet. With the transition to MAS, everything became automated.

With the push of a button calculations included multiple locations, multiple receipts, weights, costs, even customs information and shipment tracking. And thanks to the customized module for container tracking and landed costs, manual tracking of arrival dates, billing numbers, freight costs and more are a thing of the past. The system tracks all the information which anyone can access.

Refined System Goes Above and Beyond

Dan Eiford, President of Milestone Information Solutions states, “The team at Olympic did their homework and was prepared for the functionality that MAS 500 would bring to the company. What they didn’t expect was how user friendly the system would be and the positive impact it would have on employee moral and customer service.”

Immediate and accurate information has allowed Olympic to provide much better customer service. However, the customer service they are most impressed with is from the Milestone team.

“Milestone has been there from day one, they always make time for us,” says Rachel. “They wrote the new system the way we needed it, but it needed to be modified due to new management requirements. We once stayed until 3:30 AM to get a report done and Milestone stayed the entire time to make sure we were satisfied. In fact, the Milestone team stayed in a nearby hotel for three months to make sure they were close by for anything we needed.”

“We haven’t found anything the system cannot do,” says Rachel. “We came from a system that was very limited - we weren’t prepared for all of the bells and whistles.” The people of Olympic have been stunned by the adaptability and efficiency of MAS 500. By eliminating their redundant data entry steps, they have limited user errors and discrepancies. Real-time information allows them to react quicker - better allowing them to make sound decisions and serve their customers faster and more accurately. In essence, Milestone has allowed Olympic to bring its business to the next level with confidence, securing their company’s reputation for getting things done.

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.