

SUCCESS STORY

The Challenge

Terminal Freezers had been running on their software solution for a long time and needed to make some updates.

The Solution

As Terminal Freezers' long-standing technology partner, Milestone Information Solutions was able to assist with the further customization of their MAS 200 Software System.

The Results

Thanks to Milestone's help, Terminal Freezers has been able to become more efficient and streamline their payroll process, saving them several days of work each month. In addition they have been able to maintain the same staff levels while they have doubled their sales!

The Customer

Terminal Freezers
www.terminalfreezers.com
Headquartered in Burlington,
Washington with 4 U.S. locations

The Industry

Warehousing and Distribution for
Cold Storage

The System

- Sage MAS 200
- Customized Reports
- Billing Integration
- Electronic Time Clock



Terminal Freezers provides innovative and cost-effective Custom Warehousing Solutions tailored to meet the varied needs of their clients. Conveniently located across the Western United States, their facilities encompass over 30,000,000 cubic feet of public cold storage.

Terminal Freezers offers an expansive variety of logistics programs and services, and is always adapting to meet the needs of their vast and unique customer base. From leaders in the food production, distribution, and transportation industries to smaller farming, broker, and home-based business operations, Terminal Freezers develops and maintains long-term relationships with their business partners by creating customized warehousing and distribution programs.

Terminal Freezers utilizes innovative technologies to maintain their facilities, protect the integrity of stored products, and provide effective inventory management services. These technologies allow them to deliver cost-efficient account administration for their customers. One of these technologies is their Sage ERP MAS 200 software system, which the company has been using since 1998. Like all technologies, however, the software system needed to be maintained and updated to keep up with the times.



Preventing a warm up

Thanks to a referral from a local CPA firm, Terminal Freezers has had a long standing relationship with Milestone Information Solutions, their partner for MAS 200 Support. In addition to implementing the solution, Milestone has done significant custom work for Terminal Freezers outside of the system in SQL. Dan Eiford, President of Milestone Information Solutions recalls, "Due to the complexity of Terminal Freezer's business, tracking 400-500 million pounds of inventory for hundreds of customers, Milestone developed reports with multiple ways to "crunch", view, and calculate inventory transactions. Milestone also designed the billing integration between the warehouse and MAS 200 system, so that all charges would be imported into the accounting system."

According to Todd Nelson, CFO for Terminal Freezers, "When I joined the company in '98, it was time to make some updates to the system to adjust to our changing needs. Multi-location issues were first on the list of items to tackle. With our long standing relationship with Milestone, we were confident they could help us yet again."



“The staff at Milestone works hard and is very responsive. They know what the system can and can’t do and they won’t waste your money on something that doesn’t make sense. Thanks to Milestone and MAS 200 we are saving over \$500,000 annually!”

Todd Nelson, CFO, Terminal Freezers



Software Systems Running as Smooth as Ice

With four separate companies and 250 employees in multiple states, managing payroll – especially overtime – used to take two to three days per cycle, and was an overwhelming task. Milestone implemented an electronic time-clock system which was integrated into an updated payroll program that could handle multiple locations in multiple states. “What used to take us 2-3 days, now only takes us 2-3 hours,” proclaimed Todd. He continued, “Milestone also found ways to eliminate all duplicate data entry. We’ve grown from 25 million to 50 million in sales and haven’t added any staff. In fact we even eliminated part-time help that used to come in just to help with data entry. We are now adding another location and are able to phase out several accounting people that came with that location. As a result of our system and the support we get from Milestone, we can continue to grow without adding people.”

Next on the list for Terminal Freezers and Milestone is to integrate the warehouse management system with MAS 200. This is expected to save the company \$150,000, and can be done without adding the 1-2 staff positions that would be needed without MAS in place.

Todd concluded, “Milestone works hard and is very responsive. They know what the system can and can’t do, and they won’t waste your money on something that doesn’t make sense. Their services go far beyond just selling and supporting MAS. They work with SQL, Crystal Reports, and develop different tools for people to access the information, all using one interface. They provide data integration, custom reporting, and their skills go well above and beyond what I ever expected. Thanks to Milestone and MAS 200, we’ve been able to eliminate eight staff positions. That alone represents a minimum of \$500,000 in savings annually!”

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.