



# Jensen Distribution Services

Wholesale distributor sees savings and growth with new ERP and Milestone.

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Doug Kauffman, CFO, Jensen Distribution

## Customer Profile

230 Employees  
\$150 million in revenue  
2,000 customers  
58,000+ items in inventory

Jensen Distribution Services is a full-line wholesale hardware distributor serving the Western United States. They’ve been in business for over 130 years, serving neighborhood hardware stores, and now also larger chain hardware retailers.

## The Challenge

Jensen had outgrown their already dated accounting system and was struggling to process a large volume of transactions. Additionally, a better system was needed to accommodate reporting for an unusual vendor payment process.

## The Solution

Milestone implemented a new ERP (Enterprise Resource Planning) with a customized vendor payment system giving Jensen the ability to track and access year-end rebates, process charge backs, and accommodate chain customers efficiently.

## The Results

Jensen is able to process 20% more transactions than they had previously without adding additional accounting staff, and now can report on their vendor payments with the click of a button, literally. Jensen is also saving \$30,000 on annual service and maintenance fees.



## Powering-up for a new era

During the selection process, Jensen narrowed their choices to 3-4 software brands and concluded that all of the software they were evaluating would suit their needs. Ultimately the decision came down to which reseller Jensen felt most comfortable with. They believed Milestone could help not only during the initial installation and customization, but also in the future as a trusted advisor. In the end, they chose Milestone and the solution they proposed. "Over time we developed a level of trust, and we knew that we were going to need Milestone to help us make things work," commented Doug.

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## A Strong Foundation for the Future

Jensen finished the ERP implementation and custom reports that, while the project wasn't without late nights, it went very smoothly. Milestone accommodated all of Jensen's training needs, and continues to be responsive to follow-up on support issues. Doug reports, "We have been very pleased with the response time of Milestone; they can typically resolve any issue we have within an hour. They know who we are when we call and have capable people available to support us."

As part of the new solution, Milestone was able to customize the system to track Jensen's unique vendor payment process quickly and with ease. Milestone added a "pay-vendor," button, and with a single click, Jensen has access to all accounting details including a way to track year-end rebates, process charge-backs and accommodate chain customers more efficiently.

The new system is already saving Jensen time and money. They have had a 20% increase in processed transactions and with the new system they have been able to manage the accounting workload without hiring additional people. "This has been a tremendous improvement from the old system. The new system is Windows based and allows for quick access to information. We only need to identify a single element of data to search and locate the desired information. We are able to create reports and spreadsheets with ease, which provides us with the information we need to maximize our business," says Doug.

Not only was this a technological improvement, but a cost effective change as well. "We are saving \$30,000 a year in service and maintenance fees," estimates Jensen. "With Milestone we are confident that we can upgrade to new releases and keep our system from becoming outdated. We plan to stay on this system for the next 20 years."

Milestone is a solutions partner to Northwest area businesses for over 20 years.

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

This guide was created by  
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