

Sage 100 ERP | Customer Success

Amfit Puts Best Foot Forward With Sage 100 ERP and StarShip

The wheels on your car need balancing and aligning for optimal performance. So do many people's feet—including those of Tony Tadin, a founder of the company that developed computerized wheel balancers.

Tadin applied high-tech design practices to human biomechanics, utilizing a unique process with computerized sensors to record the contour of the foot. The result has been Amfit Incorporated, now the largest supplier of CAD/CAM foot orthotic equipment and supplies. The company fabricates custom orthotic insoles and footwear and sells patented manufacturing equipment through distributors around the world.

Too Much by Hand

Amfit started out with relatively modest business software, using separate packages for basic accounting, inventory, and bill of materials. General ledger entries had to be converted manually. Amfit's shipping process was manual, as well, and much too slow and inefficient. "We desperately needed a fully automated and integrated system," explains Becky Rogers, office manager. "Fortunately, we found Sage 100 ERP,* and later added StarShip."

Hands and Feet Above the Rest

Amfit selected Sage 100 ERP primarily because of its flexible reporting capabilities, diverse module offerings, and end-to-end integration. The company's reseller made sure that each component interfaced perfectly during installation and helped design special reports. Today the new system integrates everything from purchase and sales orders to manufacturing, plus it tracks inventory and sales data.

"Our business is very complex, since every order is custom," says Rogers. "Sage 100 ERP lets us create user-defined fields for a precise match with our manufacturing processes. With multiple-level bill of materials capabilities, inventory management is greatly enhanced. And, with the system's flexible reporting processes, we can create any report we may need. I doubt that we could do such complicated tasks with any other software."

*Sage 100 ERP was named Sage ERP MAS 200 when Amfit, Inc. initially implemented this solution. The product names have been updated in this case study to reflect current naming.

Challenge

Replace inefficient, loosely stitched together system with a fully automated and integrated system.

Solution

Sage 100 ERP financial, manufacturing, distribution, and StarShip modules.

Results

Streamlined automation and integration of all systems; flexible and insightful reporting; enhanced inventory management; customization for a precise fit; detailed customer records help reduce bad debts.

Customer

Amfit, Inc.

Industry

Orthotic insole fabrication and equipment manufacturing

Location

Vancouver, Washington

Number of Locations

One

Number of Employees

35+

System

Sage 100 Advanced ERP



Rogers also likes being able to keep detailed notes in Sage 100 ERP customer records, so information is consolidated in one place. "If someone's account is past due or they're over their credit limit, a note comes up when they place an order. This has saved us a lot in bad debts, while still giving managers the ability to override decisions when appropriate."

Important benefits have also come from StarShip, an automated shipping module that is completely integrated with Sage 100 ERP. StarShip tracks Amfit's huge volume of shipments, whether using UPS® or the U.S. Postal Service. Sage 100 ERP feeds sales order information into StarShip, which then pulls up the sales order, calculates freight charges, and prints a label to the shipper's specifications. StarShip then writes the shipping charges and package tracking numbers back to Sage 100 ERP so Amfit can create an invoice complete with tracking number and view detailed shipping history in Sage 100 ERP.

"Sage 100 ERP lets us go straight to a shipping screen and determine which items go in the box," says Kimberly Choate, Amfit's buyer/planner. "Back orders are easy to segregate. StarShip also creates a log at the end of the day, with accurate documentation of every order that went out."

The new system is bringing down costs. Before, Amfit had to refund customers who claimed they didn't receive orders. Now StarShip provides proof of shipping dates and tracking numbers for positive verification. Similarly, StarShip is speeding up the revenue stream, since invoices are created during the shipping process and can go out immediately when an item ships.

"Sage 100 ERP and StarShip have allowed us to do a much better job running our business," Rogers says. "I don't see how it could get any smoother than this."

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**Becky Rogers, office manager
Amfit, Inc.**

About Sage

Sage North America is part of The Sage Group plc, a leading global supplier of business management software and services. At Sage, we live and breathe business every day. We are passionate about helping our customers achieve their ambitions. Our range of business software and services is continually evolving as we innovate to answer our customers' needs. Our solutions support accounting, operations, customer relationship management, human resources, time tracking, merchant services, and the specialized needs of the construction, distribution, manufacturing, nonprofit, and real estate industries. The Sage Group plc, formed in 1981, was floated on the London Stock Exchange in 1989 and now employs 12,300 people and supports more than 6 million customers worldwide. For more information, please visit the website at www.SageNorthAmerica.com or call 866-996-7243. Follow Sage North America on Facebook at: <http://www.facebook.com/SageNorthAmerica> and Twitter at: <http://twitter.com/#!/sagenamerica>.