

Customer Success Story



GWA Shines for Party Goods' Business

The Challenge

Party Goods was running a large business manually. Possibility for human error was high and frequently realized with botched orders. They also had no inventory control, purchasing, receiving, or accounting systems to speak of.

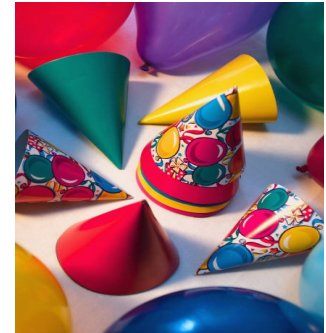
The Solution

GWA installed Sage Accpac, streamlining and automating everything at once. They also implemented a mobile sales solution using PDAs that gave managers much greater control.

The Results

Party Goods now runs at greater efficiency than ever before. Automation has virtually reduced the sales and shipping errors that plagued them. They have eliminated \$300,000 per year in personnel costs, and they are saving around 15,600 man hours every year.

Any party requires a few basic ingredients—people, food, drinks, and a few more little things that bring everything together. It is the extra touches that really make a party stand out, like balloons, candles, glassware, and coordinated paper plates and napkins. And that is exactly what Party Goods has recognized. Located in Pompano Beach, Florida, Party Goods serves the five southeastern states of South Carolina, Tennessee, Alabama, Georgia, and Florida itself, stocking more than 1,000 supermarkets with all those essentials for building a great party.



Old Methods Give Party Goods a Weak Turnout

Stocking over 1,000 supermarkets would take a well-coordinated team and a neatly executed system to get the products out there. Party Goods was getting the job done, but Don Giordano, Operations Manager for Party Goods, recognized that they could do things with much greater efficiency if only the proper systems were in place. "We had a very manual way of doing things," he recalls.

For example, one of their working methods was to ship products to a representative who would bring the products to a store, and the receiving clerk would have to scan in items to upload them—always a time consuming process. Another method was in receiving orders from the supermarkets—Party Goods would receive a spreadsheet and someone would have to go through the whole thing line by line to deal with the order. They did not have any inventory control to speak of, no purchasing, no receiving, and their accounting took place in a checkbook ledger.

In essence, Party Goods was holding on tightly to prevent business from becoming chaos. Their only computers ran off slow modems and nothing was streamlined. With all the manual facets, business was disjointed and, as Bobby Smith, the owner of Party Goods, admits, "We double-shipped on a regular basis and frequently lost orders as well."

GWA To The Rescue

Without a broader perspective of how much better their business could do, Party Goods was not even in the market for a system solution when they were called by GWA Business Solutions. Don, who is always willing to search for improvements, agreed to talk with GWA and, after a couple meetings, Don was convinced that GWA could bring Party Goods up to date and functioning at peak efficiency.

In what Bill calls "a complete end-to-end solution," they ended up overhauling everything with Sage Accpac ERP—getting all aspects of their business running under one cohesive system, including three 3rd party programs successfully synced to enhance Accpac's work.

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Party Goods Warehouse

Company Profile

Type of Business:

Party Supply Distributor

Headquarters:

Pompano Beach, Florida

Other Information:

50 Employees

Supplying over 1000

Supermarkets

System Profile

Sage Accpac ERP

General Ledger

Accounts Receivable

Accounts Payable

Order Entry

Inventory Control

Purchase Orders

CI Global Solutions

ACCU-Dart

EDISoft

“We estimate that by automating our processes we’re saving on average 1-2 hours per day per person, totaling around 15,600 man hours saved per year.”

“Basically,” remembers Don, “we went from a manual method for everything to a point where we do nothing manually, except actually moving the products—we’re completely automated now.”

From Party Goods’ perspective, the best part of the implementation was a new PDA solution that connected all the field reps much more closely to the sending office. Now Bobby and Don exercise much greater control over their out-of-office sales representatives, therefore allowing them to manage more effectively with better information and greater detail.

New System Becomes the Life of the Party

The change was obvious and immediate. As Bill puts it, “everything suddenly became simpler and more accurate.” The mobile sales solution with the implementation of PDA’s has brought about such efficiency that it is nearly unrecognizable from what it was before. Before, they dealt with representatives wasting time as receiving clerks uploaded products and ordered more – now they can upload the information immediately from the PDA and, say Bill, “before the rep left the store, they could have the new order packed and ready to ship.”

There were some unintended benefits as well. Party Good found that they could integrate UPS Worldchip with Accpac to streamline their shipping. Now they simply scan a barcode and pull up the correct address. Says Don, “It paid off big-time because we used to have a lot of shipping errors.” Bobby agrees, “We used to ‘double-ship’ regularly, and now that never happens and we are saving thousands of dollars.”

Now, thanks to GWA and Sage Accpac ERP, Party goods has virtually eliminated the human error factor out of their operations. Accuracy in the warehouse has directly resulted in increase productivity and decreased mistakes. “We estimate that by automating our processes we’re saving on average 1-2 hours per day per person, totally around 15,600 man hours saved per year,” says Bobby. “Now that time is being used to produce revenue for the company.” On top of that, he counts \$300,000 per year eliminated in personnel costs. Those sort of numbers scream out the fact that GWA has truly transformed Party Goods’ business.

About GWA Business Solutions Inc.

GWA Business Solutions Inc. grew out of Gail Wilson & Associates Inc. and SUN Business Information Inc., both of which first opened its doors for business in the 1980s. Recognizing the client needs for integrated accounting systems, numerous systems were researched and Accpac was ultimately selected. With more than 26 years of experience, GWA provides a total solution for numerous customers.

With offices in Ontario, Canada, Florida and the Cayman Islands, and a client base that ranges from Hawaii to Toronto, GWA Business Solutions Inc., has the experience, expertise, and resources to implement your business solutions in Manufacturing, Distribution, Job Costing, and Retail/Point-Of-Sale. As long-time Certified Consultants, GWA is uniquely experienced in the history and development of Sage Accpac ERP. GWA is also an authorized Solution Provider on the full product line so they can determine which product best fits their clients needs with an array of expertise and resources available on demand.

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