

CUSTOMER SUCCESS



Kenco Logistic Discovers Logical Solution

Order a Whirlpool refrigerator anywhere in the Southeastern part of the United States, and you'll have it within 48 hours—thanks to Kenco Logistic Services. Kenco started as a single warehouse with only two employees in 1950. Today it is one of the nation's leading third-party logistics providers, storing and delivering products for industry giants like Frigidaire, General Electric, and DuPont.

Kenco owns or operates more than 17 million square feet of warehouse space in 74 locations in 16 states and Canada. Its fleet of tractor trailers is nearly 100 strong. The company also provides related services that include packaging, transportation management, engineering support, and information technologies.

The Cost of Crashes

"Nothing could be worse than a business system that crashes all the time," says Heather Lingefelt, accounting manager for Kenco. She knows from sad experience. The DOS-based program Kenco used for 10 years was maxed out. Each time it failed, an entire day's worth of data was lost, and employees had to put in costly overtime to restore it.

Lingefelt suffered through one crash too many. In desperation, she called corporate headquarters for advice. She wanted an end-to-end system based on Windows, which would be powerful enough to automate all financial functions, yet also user-friendly enough for everyone in her group to use. "Simple," was the answer from the main office. "Sage BusinessWorks 50 Accounting."

Strong Enough to Handle the Load

Eight months after implementing Sage BusinessWorks, Lingefelt is delighted with the results. "Getting the system up and running was like a walk in the park," she says. "The reporting tools are fabulous, and so is system accessibility. Before, only one person could use a feature at a time—a real inconvenience. Now we can all access the system and its modules at once. Best of all is the new system's reliability. It hasn't crashed yet!"

Lingefelt appreciates the breadth of reporting tools she has with the new package. One monthly report used to require keying in as many as 1,500 lines of data, a four-hour task. Now she can export the information directly into an Excel spreadsheet and finish the report in just half an hour.

Customer:

Kenco Logistic Services

Industry:

Warehouse / 3rd Party Logistics

Location:

Chattanooga, Tennessee

Number of Locations: 74

Number of Employees: 3,000

System:

Sage BusinessWorks

- Accounts Payable
- Accounts Receivable
- Cash Management
- Crystal Reports®
- Custom Office
- General Ledger
- System Manager

CHALLENGE

Find a reliable, Windows-based, end-to-end system powerful enough to automate time-intensive financial processes, yet user-friendly enough for everyone.

SOLUTION

Sage BusinessWorks and its reporting capabilities and Accounts Payable module.

RESULTS

Expanded system accessibility and functionality; streamlined data entry and automation of key accounts payable functions; significant increases in accounts payable productivity and efficiency.

Reconciling the checkbook is a breeze now. The old system required clearing checks one at a time. Sage BusinessWorks makes it possible to clear an entire range of checks, saving about half a day a month.

Lingefelt likes the way payables are managed by the system. "It's easy to sort however we want—by invoice number, vendor, or date," she explains. "This makes it simpler to consolidate invoices and audit them before mailing out checks. Just this one feature saves our AP clerk several hours every week."

Shortcuts built into Sage BusinessWorks have also helped streamline the accounting group's workload. Lingefelt can customize shortcuts to avoid using the same drop-down menus all the time, creating single-click options at the left of the screen. "Our clerk often needs to know what we paid a particular vendor, for example," she notes. "By putting in a shortcut for her, I don't have to stop what I'm doing to help her run a report. The feature is also great because most of our department goes home at 3 p.m. Even if someone is working late, they can get the data they need on their own without needing assistance."

Lingefelt attributes the smooth implementation of Sage BusinessWorks to a well-designed product plus the skill and patience of their reseller. The reseller provided thorough training during the system launch, and also has been available for ongoing phone support.

"Sage BusinessWorks has reduced my stress level immensely," says Lingefelt. "It gives us the freedom to work on whatever we need to, whenever we want. This flexibility makes our department run much smoother. Everything is so much better, in fact, I'd never consider switching to anything else. I'm 100-percent satisfied."

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ABOUT SAGE SOFTWARE

Sage Software supports the needs, challenges, and dreams of more than 2.7 million small and mid-sized business customers in North America through easy-to-use, scalable, and customizable software and services. Our products help manage a complete range of business functions including: accounting, operations, customer relationship management, human resources, time tracking, merchant services and the specialized needs of the construction, distribution, healthcare, manufacturing, nonprofit, and real estate industries.

