

CUSTOMER SUCCESS



Tangent Finds a Cleaner Solution With Sage BusinessWorks

Clean and green. That's the mission of Tangent Industries, provider of specialty cleaning chemicals to hotels, churches, apartments, daycare centers, and government facilities throughout the Southeast. If a product isn't environmentally sound, Tangent won't sell it. In fact, several years ago they dropped their number-one selling product because it didn't meet stringent safety standards.

Three cleaning chemical professionals founded Tangent Industries in 1991 with the aim of becoming the most customer-responsive company in the business. From its earliest days in one of the partners' basements, Tangent made a practice of same-day shipping on all orders, and a no-questions-asked return policy to rival Nordstrom's. Today the company is proud that the products it manufactures and distributes contain no carcinogens, trichlor or methylene chloride. Not only do Tangent chemicals work, but they work without detriment to customers or the environment.

Clumsy Old System Retired

Tangent had relied for years on a business package managed by its technical specialist, a long-term advocate of the software. The company's accounting consultants, however, kept recommending moving to an industry-standard product. The issue was decided in a tragic manner when the specialist unexpectedly passed away. It suddenly became necessary to find a software package that anyone in the company could use, was easily accessible to the external accounting team, and offered enhanced efficiencies and better reporting features.

Sage BusinessWorks was recommended by accountants as best-of-breed and ideal for Tangent's needs. After testing several other products, Tangent agreed. They installed a full-featured Sage BusinessWorks system and went live just two days later. The company's records have been spick-and-span ever since.

Cleaning Up Operations

"The biggest benefit of adopting Sage BusinessWorks is that we now have a completely paperless operation," says Bert Bellinson, president of Tangent Industries. "Invoices are still sent through the mail, of course. But everything else is done by the new system."

Customer:

Tangent Industries, Inc.

Industry:

Specialty cleaning chemicals

Location:

Atlanta, Georgia

Number of Locations: One

Number of Employees: 21

System:

Sage BusinessWorks

- Accounts Payable
- Accounts Receivable
- Cash Management
- General Ledger
- Inventory Control and Purchasing
- Order Entry
- System Manager
- Custom Office

CHALLENGE

Acquire a user-friendly, full-featured business solution with solid reporting features to streamline operations for maximum efficiency.

SOLUTION

Sage BusinessWorks 50 Accounting financial and Inventory Control modules.

RESULTS

Streamlined, paperless operations; eliminated 8 hours of filing per week; saved \$100 per month on forms; instant, real-time data access; accurate inventory; Precision reporting; more strategic management.

A paperless office means that Tangent is saving at least eight hours every week previously spent filing. Expenses in forms alone have been trimmed by \$100 a month. It's saving steps, too. "Instead of going to the filing room to look up information, we can find it all on the screen," Bellinson says. "I know exactly what's in the warehouse without having to walk out and check—although I still like walking through the aisles just for fun."

Bellinson calls the former system "clumsy" when it came to creating reports. Extrapolating numbers for marketing purposes required a lot of manipulation. "Sage BusinessWorks, however, lets us create a wide variety of reports with a few clicks of the mouse," he comments. "It's set up in an intuitive manner, making it very easy to get the analyses we need. This is saying something, because none of us here are accountants."

Sage BusinessWorks is so fast that Bellinson never has to apologize for the speed of the system. And he appreciates real-time access to data. The system tells him when raw materials run low so he can reorder. With accurate inventory numbers, he knows immediately when it's time to manufacture more finished goods. This allows the company to be more responsive to customer requests and continue its same-day shipping practices.

Tangent will be able to expand operations without adding extra office staff for some time, thanks to Sage BusinessWorks. They also expect to realize significant bottom-line savings with the new system as the efficiencies they're already seeing translate into real-dollar returns.

"Sage BusinessWorks is wonderful," says Bellinson. "We're definitely glad we made the move, and highly recommend the system to other firms our size."

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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.

