

CUSTOMER SUCCESS



Tropical Sno Shaves Ice (and Costs) With Sage MAS 90

Searching for a shiver? You'll get a breezy taste of the islands with Tropical Sno Hawaiian Shave Ice. More than 200 million servings of this chilly delight have been sold around the world since its introduction in 1984, and dealers are now located throughout the United States and in 30 foreign countries.

Some of Tropical Sno's 38 "real-to-life" flavors include margarita, kiwi, passion fruit, and tutti frutti. Flavors come in convenient dry powder packs, and are easily mixed with sugar and water to make syrup. Non-dairy cream toppings offer an even wider selection of taste possibilities.

System Melt Down

Tropical Sno, a division of Pioneer Potato Company, Inc., is a family business, with a family culture that's inclusive of dealers, employees, and young-at-heart fans. A major priority is keeping satisfaction high among these diverse groups with consistent, top-quality products and efficient service to customers and distributors alike.

Meeting service and internal management goals had become practically impossible given Tropical Sno's previous accounting package. The behemoth standalone product was based on DOS and was awkward, clumsy, and too difficult to use. In addition, it couldn't support the company's growing inventory management needs. As Debra Didier, Tropical Sno's comptroller, puts it, "We definitely wanted a change."

New System Is a Breeze

Tropical Sno's executive group selected Sage MAS 90 ERP as its new financial system on the recommendation of their accountants, and have been more than satisfied ever since. All of the company's business functions are now automated on Sage MAS 90, with end-to-end integration of everything from payroll to sales order entry and billing. Even inventory is now tracked using the new system. Didier says the result has been a major decrease in bookkeeping costs—and fewer headaches in keeping the company's finances straight.

Customer:

Tropical Sno

Industry:

Shaved ice and related equipment

Location:

Texas

Number of Locations: One

Number of Employees: 13

System:

Sage MAS 90

- Accounts Payable
- Accounts Receivable
- Crystal Reports®
- General Ledger
- Inventory Management
- Payroll
- Purchase Order
- Sales Order

CHALLENGE

Replace archaic system with an automated, integrated, user-friendly system that can manage growing inventory requirements and help keep customers and distributors happy.

SOLUTION

Sage MAS 90 financial and distribution applications.

RESULTS

Streamlined automation from A to z; seamless data flow and instant access; improved inventory management; substantial decrease in bookkeeping costs; Clear, complete reporting; Easy year-end closings.

When Tropical Sno's customer service team members take a call, they write the order and enter the data directly into Sage MAS 90. The system prints out a picking sheet that is used to pull orders in the Sales Order module. Invoicing is performed through the same module, and inventory and accounts receivable are updated without additional effort.

"Ease of use was our biggest requirement, and we definitely got it in Sage MAS 90," comments Didier. "The application was so straightforward we were able to figure everything out on our own, without taking formal classes."

Tropical Sno signed up for Silver phone support plan from Sage Software, but they've only called a couple of times. Didier says, "I've gotten through to a representative very quickly, sometimes without even waiting. If they have to call me back, it's in a very reasonable amount of time. Once I had something happen in the middle of a posting and needed to restart the program. Tech support walked me through the whole process. There was absolutely no hassle, which I appreciated a lot."

Didier likes the General Ledger module, which she uses to prepare monthly trend reports. This gives her a one-page financial statement for a convenient comparison of the current month with previous months or prior year data.

She also found that Sage MAS 90 makes it simple to close out accounts at the end of a fiscal year. "An activity like that can sometimes be traumatic," she says. "But Sage MAS 90 is so user-friendly that even year-end activities are painless."

"Sage MAS 90 is an excellent answer for companies our size," Didier notes. "We can count on it. It gives us clear reports. And it's very complete, too, tying together information from various departments for access by anyone on the management team."

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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.

