Service And Recognition Awards Program Administration And Fulfillment

Problem

A company specializing in service and recognition awards was running a number of unrelated software programs to produce and fulfill customer orders. They were using a custom-built legacy system for order processing, an IVR system (interactive voice response), and two OTC (over-the-counter) software programs, one for AR and one for AP. Customers would place their orders by phone where it was recorded into the legacy system. The fulfilled orders were then manually keyed into the OTC program that handled accounts receivables. When payment was received, the data was then, again, manually keyed into the OTC program that handled accounts payables.

They were frequently experiencing down computer time because the number of users overloaded the system. In addition to these issues, there was no inventory mechanism in place. The company generated catalogs every year with individualized material numbers for each catalog. Therefore, any given item within the company may well be known by several different material numbers. They consistently had problems with insufficient, back-ordered, or misplaced stock.

Solution

AdvanTec designed and implemented a totally integrated business solution comprised of:
- UA Corporate Accounting – Enterprise Edition—30 users
  - With AdvanTec Distribution – Feature Pak
- Data migration—consolidating the data from three different systems into UA
- Their legacy order entry system was upgraded, and then integrated into a UA module so that the new system retains a familiar look and feel.
- A multiple batch billing system was designed and implemented in UA to accommodate the company's invoicing requirements.
- The system was integrated with their IVR, UPS, World Ship and Web Order Entry

Benefits

- Prevents data entry errors
- Consolidation prevents duplication of efforts
- Inventory tracking and management
- Enhanced reporting capabilities
- Streamlined operations
- Interactive Voice Response (IVR) was directly integrated into UA Order Entry
- Email Web orders were directly integrated into UA Order Entry
- Customer doubled the size of their business and were able to process and ship an additional 50,000 orders during peak season