

best

MAS 200

CUSTOMER

Quantum Information Corporation

CORPORATE PROFILE

Headquarters
Napa, California

Type of Business
Information distribution
management

Distribution Territory
National customer base

Number of Locations
Five

Number of Employees
170+

Annual Revenue
\$23 million

APPLICATIONS

Very large billing system, operations support, and general financial management

SYSTEM PROFILE

Computer System

- WAN running Microsoft Windows NT 4.0 server
- Compaq Proliant 5000 file servers
- Compaq Deskpro 2000 workstations
- 45+ users on system

MAS 200 Modules in Operation

- General Ledger
- Accounts Receivable
- Accounts Payable
- Payroll
- Bank Reconciliation
- Inventory Management
- Sales Order
- Crystal Reports
- Customer Billing (custom module)
- FRx Desktop
- FAS Asset Accounting



Quantum Leaps in Information Quality

THE CHALLENGE

More than 39 million items are processed every month through Quantum Information Corporation's billing system. Yet before discovering MAS 200, the company tracked all of these transactions manually.

Quantum holds a unique niche within the information distribution industry. It prints and mails time-sensitive documents like invoices, stock trading statements, overdue payment notices and medical claims, and then delivers them via U.S. mail, Federal Express courier services, fax or electronic medium. Eight "monster machines" perform sophisticated laser printing at Quantum's two printing facilities. The sheer volume

of Quantum's output is daunting.

Each project must be printed on special paper stock. Envelopes and insert sheets must be specified. Keeping track of postage costs is not an easy matter either. Any one customer may have five to ten different kinds of projects going simultaneously, which Quantum must keep separate.

A turbo-charged accounting solution was clearly necessary to automate Quantum's complicated operations management and billing system.

THE SOLUTION

No off-the-shelf accounting package could meet Quantum's expectations exactly.

CONTINUED

“MAS 200 gives us operations management and incremental billing capabilities that have basically paid for the system. It’s also allowed us to maintain our 50 percent growth rate without adding accounting staff.”

***Kimberlee Clark, VP Finance
Quantum Information Corp.***

But MAS 200 came closest. With the addition of a custom-designed customer billing module written by an authorized Best master developer, Quantum now has a complete MAS 200 solution in place, handling virtually all of their billing, general accounting and operations management functions.

“I wanted — and got — a system that could do it all,” says Kimberlee Clark, vice president of finance at Quantum. “Our MAS 200 solution now takes care of everything, from creating a job ticket to tracking inventory. MAS 200 even prints customer invoices.”

When an order comes in, the MAS 200 system creates a document for the production facility. It specifies job details, such as the number of images to be printed, paper type and color, size of envelopes and descriptions of inserts. At the same time, MAS 200 tracks quantities withdrawn from inventory for reordering when stock is low. Then MAS 200 calculates printing costs and records delivery expenses. When the job is shipped, a customer invoice is automatically cut.

The Customer Billing module records even more detailed information: the day the application job started running, postage deposit, purchase order number, project owner at the customer’s site, technical person in charge, and graphic designer, as well as the Quantum sales representative programmer and sales manager.

“We were very fortunate that our reseller had a keen understanding of both accounting and software,” comments Clark. “He created a module for us that gives everyone the information they need from the system. And he was able to use existing MAS 200 capabilities, which definitely helped get us up and running fast.”

The reseller also built an interface to

an electronic postage system, which has resulted in big savings. Postage is billed in very small increments, and the former keypunch system rounded off “negligible” figures. The new interface collects postage costs by job number, without dismissing fractional amounts, and allocates them automatically to the appropriate customer.

“When you’re dealing with millions of items every week, it’s easy to lose things that are worth half of a cent,” Clark says. “MAS 200 catches these for us, and therefore gave us an immediate increase in billings. This, in itself, paid for the system.”

“Since implementing MAS 200, we’ve also experienced a significant increase in efficiency. Before, we had four people keypunching all day long. Now we have reassigned them to other, more useful tasks, like auditing, collection calls, customer service and providing training to other MAS 200 users. Thanks to MAS 200, we’ve been able to handle a 50 percent growth in sales volume with the same accounting staff. We even opened a branch office in another city without assigning any on-site accounting people.”

Management reports have improved, too. Now Quantum has figures on commissions, sales taxes, and revenue generated by application. None of these were available before the advent of the MAS 200 system.

“MAS 200 is a wonderful product,” says Clark. “It’s so intuitive that I haven’t yet had to open the manual. Plus, it’s definitely contributed positively to our bottom line. I can’t conceive of running our business without it.”

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