

best

# MAS 200

## CUSTOMER

Zee Medical Service

## CORPORATE PROFILE

### Type of Business

First aid and safety supplies for the workplace

### Number of Locations

One

### Number of Employees

45

### Size

\$4.5+ million

## SYSTEM PROFILE

### Operating System

- Microsoft Windows NT 4.0 on Citrix Metaframe Windows Workstations
- Users on System: 20

### MAS 200 Modules in Operation

- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- Crystal Reports
- Custom Office
- FRx
- General Ledger
- Import Master
- Inventory Management
- Payroll
- Purchase Order
- Report Master
- Sales Order



## Zee Medical of Reading Gets More Than a Band-Aid with MAS 200

"America's workplace safety expert." That's how Zee Medical Inc. describes itself, being the nation's largest van-based distributor of first aid and safety solutions to industry. Local distributors send out trucks to 300,000 manufacturing plants, construction firms, restaurants, hotels and offices across the continent, fully equipped with everything from first-aid kits to safety glasses.

Zee Medical Service of Reading, Pennsylvania, has been family-owned and operated for more than 25 years. Its vans visit up to 640 businesses every day. In addition to supplies, Zee helps

customers with specialty items like respiratory protection, machine guarding and hearing protection, and provides on-site training on 40 subjects including blood-borne pathogens, confined-space procedures and CPR.

### THE CHALLENGE

Each of Zee Medical's 32 vans is a mobile warehouse. The better its inventory matches the needs of customers on the day's route, the better its sales and the fewer back orders that need to be processed. Automated inventory management is a logical solution.

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*Pris McClain  
Controller and Financial Manager  
Zee Medical*

But the old UNIX-based system the company had used for years became outdated, was poorly integrated for meeting the company's ever-changing needs, and was not Y2K compliant. It could not provide forecasting data or insights on individual customer buying patterns. Furthermore, it could not grow with the company and serve Zee with mobile order fulfillment or e-commerce in the near future.

## THE SOLUTION

Zee Medical of Reading switched to a Microsoft Windows platform and MAS 200 for client/server — and found everything it wanted and more. “MAS 200 gives us the information we need for managing multiple warehouses, with the scalability to handle a higher volume of users on the system,” says Pris McClain, controller and financial manager at Zee. “We have sped up backorders, eliminated downtime, and developed strategies so we know what customers will want in advance. In other words, we're working a lot smarter than we used to, and it shows in improved productivity.”

Before the advent of MAS 200, Zee's truck inventories were a week behind, since sales orders were delivered in batches for the prior week. Now orders are faxed in every night and entered into the MAS 200 system.

“We now know exactly what was sold the day before,” explains McClain. “Soon we'll be able to print out call reports for reps, and then, based on those reports, prepare inventory in advance. Delivery times have been reduced, and there's still room for further improvements in the future.” A related benefit, according to McClain, has been a widening of Zee's inventory offerings, since less stock needs to be maintained on the premises at any given time.

McClain says that customer service has improved as well. “When a client asks, we can tell them the exact status of their order. We make detailed notes in the system, recording updates from vendors

and comments from customer phone calls. We even put driving instructions in the notes, so substitute drivers can easily take over a route.”

Zee maintains an Access database with various types of customer lists, essential because bill-to addresses are often different than ship-to locations, and many different representatives may serve a single account. Their reseller used Best tools to create a seamless interface with the MAS 200 system, made possible by its flexibility and open database connectivity.

Plans include switching to a Visual Integrator database interface in the near future for even easier accessibility. Zee has also scheduled implementation of Best's Remote Salesperson module as part of its total automation strategy. “We selected MAS 200 in the first place because they keep offering useful additions to the product line, demonstrating their commitment to the distribution industry,” comments McClain. “I am always eager to see their latest upgrades, because they're typically things we need.”

McClain can now perform numerous analyses that were never possible before. She can scrutinize territories by sales rep and find top producers. She can create trend reports on products sold, profit margins, or discounts by product line. These insights have led to changes in compensation structures, to generate maximum sales and profits.

“MAS 200 is to accounting packages what Microsoft Office is to business software — brilliant, full-featured, and way ahead of the competition,” says McClain. “That must be why I like it so much. It's just like us.”

The logo for Best Software, featuring the word "best" in a lowercase, bold, sans-serif font. The letters are a dark teal color. The background behind the text is a light, circular, textured pattern.

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