

best

MAS 200 for SQL Server

CUSTOMER

eHelp Corporation
www.ehelp.com

CORPORATE PROFILE

Type of Business

Development of help and user assistance software

Number of Locations

One

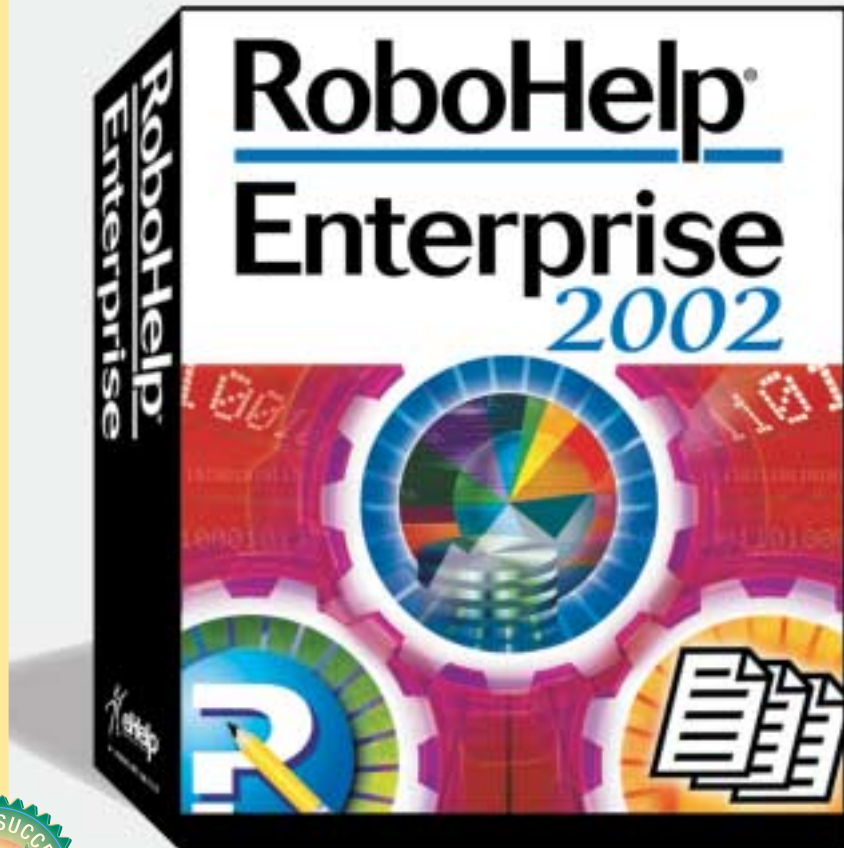
SYSTEM PROFILE

Operating System

- Microsoft Windows NT & 2000
- Users on System: 100

MAS 200 Modules in Operation

- Accounts Payable
- Accounts Receivable
- Asset Accounting Powered by FAS
- Bill of Materials
- Business Alerts
- Business Insights
- FRx Desktop
- General Ledger
- Inventory Management
- Purchase Order
- Sales Order



RoboHelp, Industry Standard in Help Authoring.

RoboHelp Manufacturer Helps Itself with MAS 200 for SQL

"The ultimate developer's tool for designing help systems." -PC Magazine

RoboHelp from eHelp Corporation is a software application used to create more than 250 million help and user assistance systems online, and the unquestioned industry standard. RoboHelp's portability is one of its greatest assets, offering a WYSIWYG editing environment for generating Microsoft HTML Help, browser-independent WebHelp, JavaHelp and Oracle Help with either XML or Java for navigation.

eHelp's products have won more than 55 awards, and provide the backbone for help systems of companies as diverse as Boeing, BankAmerica, Unisys, General Motors, Microsoft, IBM, Disney and Wal-Mart.

THE CHALLENGE

eHelp was well-satisfied with Peachtree as its accounting system during its first seven years. But annual growth of 30 percent sustained over an entire decade

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“With MAS 200 we can focus on our jobs rather than wasting time chasing down system problems.”

*Mark Jarret
Director of Information Systems
eHelp Corporation*

transformed its business needs. By 1997 the time had come to migrate to a more comprehensive package that could manage higher volumes of invoices per day, and permit continued growth without adding more staff in the accounting group.

MAS 90 was a logical choice. Its comprehensive set of modules permitted the robust financial tracking and reporting required by a company like eHelp. As it turned out, however, eHelp also needed a SQL back-end for client/server capabilities. So in late 2001 eHelp upgraded to MAS 200 for SQL — and is now totally satisfied with its system.

THE SOLUTION

“A client/server configuration was really the only way to go for us because of our requirements for stability and speed,” says Mark Jarret, director of information systems at eHelp. “In the shrink-wrap software business, the quantity of units you push out every day is staggering. You can’t afford any type of system limitation that might result in modules locking up or slowing down.”

System reliability is exactly what eHelp has achieved by deploying MAS 200 for SQL. “Operational uptime has gone up from 96 percent to more than 99.98 today,” Jarret says. He has also realized the scalability he wanted. “We foresee being able to increase current volumes by a magnitude of four or five without having to add headcount,” he comments. eHelp uses its MAS 200 system primarily

for managing its accounting functions. It has also purchased the Inventory Management module, and plans to implement its Business Alerts module soon. Business Alerts will automatically generate AR past due notices and send e-mails to customers and resellers informing them of eHelp product releases and promotional items.

The transition from MAS 90 to MAS 200 for SQL went remarkably smooth. Jarret’s team had anticipated a few glitches, as eHelp was a relatively early adopter of the SQL product. But none occurred. “I have to tip my hat to both Best and our reseller,” Jarret notes. “They were proficient and attentive.” Implementation was accomplished in the space of one weekend, and resulted in not a single error on the accounting side.

“What I like best about MAS 200 is that we can focus on our jobs rather than wasting time chasing down system problems,” Mark explains. “I am certainly glad we made the decision to utilize MAS 200 for SQL.”



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