

LOUISVILLE METAL HOSE & INDUSTRIAL PRODUCTS, INC.

Solution Overview

Industry

Fabrication

Microsoft Business Solutions Partner

Total Accounting Solutions
Greenwood, Indiana, USA

Scenario

A Great Plains Accounting customer since 1990, Louisville Metal Hose and Industrial Products needed a business solution to keep pace with their growing company.

Company Profile

Louisville Metal Hose and Industrial Products is a fabricating distributor of custom-built hose assemblies to all types of industries.

Benefits

Microsoft Business Solutions gives Louisville Metal Hose and Industrial Products the ability to create an industry-specific solution using Dexterity enhancements.

Software Used

Microsoft Business Solutions—Great Plains
Financials
Inventory and Order Processing
Customization Tools
Microsoft Windows® NT

Demographic Information

Annual Revenue: \$4.3 million USD
Number of Employees: 33
Number of Sites: 1
Number of Users: 19

Migrated from Great Plains Accounting

Louisville Metal Hose and Industrial Products experienced significant growth each year since their beginning in 1989. When this growth exceeded the scope of the DOS-based product the company had been using, Louisville Metal Hose & Industrial Products migrated to Microsoft® Business Solutions—Great Plains®.

Louisville Metal Hose and Industrial Products is a fabricating distributor of all types of hoses, fittings, adaptors and many other related products. The company produces made-to-order hose and assemblies to industries with an emphasis on chemical and petrochemical facilities.

Located in Louisville, Kentucky, the company started in 1989 with two employees and a small facility. Today, the company has a 21,000 square foot facility with 33 employees.

Outgrowing Great Plains Accounting

Louisville Metal Hose and Industrial Products greatly exceeded projection goals set for their first decade of business. As the system requests made by Louisville Metal Hose and Industrial Products became more and more complicated and not always feasible, the company realized they were outgrowing their current MS DOS®-based business solution, Great Plains Accounting.

Looking for ways to improve business, whether by expansion or enhanced process flows in-house, the company looked to Microsoft Business Solutions reselling partner, Total Accounting Solutions for suggestions on remedying the situation.

Total Accounting Solutions suggested a migration to Microsoft Business Solutions.

A Custom Solution

Louisville Metal Hose and Industrial Products couldn't purchase an off-the-shelf system that could perform all of their specific requirements. They needed an easily customizable system to meet the unique demands of their business.

Working with Total Accounting Solutions, Louisville Metal Hose and Industrial Products designed a solution that has revolutionized the way business is done. This was accomplished through a series of coding enhancements that generated a solution with more than 40 alternate forms and reports along with 50 newly created forms and reports.

One of the biggest changes at Louisville Metal Hose and Industrial Products was the sales order process. Previously, a manual copy of the sales order moved through the system from department to department. With Microsoft Business Solutions and the Bill of Materials module, the company has automated most of the order process. The solution tracks all items, making cost and pricing easily accessible and eliminating manual calculations.

"[Microsoft Business Solutions] has given us the ability to be as paper-free as possible, therefore reducing cost. The biggest benefit of [Microsoft Business Solutions] is that all staff can see transactions in real time as they occur. We are very pleased with this product."

Greg Caldwell
President
Louisville Metal Hose and Industrial Products,
Inc.

Return on Investment

Productivity at Louisville Metal Hose and Industrial Products has increased without increased labor costs. Microsoft Business Solutions has provided benefits in many areas, including:

- **Employee Satisfaction:** Electronic processes have replaced manual paperwork, streamlining many processes. Employee cross-training and the training of new employees is easier because of the intuitive solution.
- **Improved Customer Service:** Since automating the process, custom assemblies can be provided more quickly and at a lower cost with better accuracy than before. Orders no longer get lost between staff members or departments. Previously there was only one copy of each order moving through the system, now all orders are accessible by any staff member.
- **Fewer Assembly Errors:** The labeling of component parts reduces mistakes in assemblies. Improved inventory control means faster moving items are kept in stock, improving the speed with which orders are filled.
- **Increased Confidentiality:** By using 30-character assembly code numbers, Louisville Metal Hose and Industrial Products can hide which parts are being used in assemblies. This is also a way to ensure that customers receive consistent and accurate products.
- **Ease of Expansion:** Adding a new location is much easier since the addition of Citrix remote connectivity software. It allows remote users to become a workstation on the network via a phone line or the Internet.
- **Enhanced Reporting:** The power of FRx Financial Reporter has greatly improved the reporting of critical business information such as a sales analysis report that illustrates the cost and profitability at each profit center.

For more information about Microsoft Business Solutions, visit www.microsoft.com/BusinessSolutions

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