

Brothers Cleaners

A Client Success Story



Brothers Cleaners Irons out the Wrinkles with Sage MAS 90 and Sage Abra HRMS

Business Challenge:

Consolidating data for five separate entities, each with their own chart of accounts.

Results Achieved:

- Elimination of duplicate data entry
- Ability to bring payroll processing back in-house
- Avoid costly credit card

“In every contact the people at BTS continue to identify opportunities to help us maximize the value of our system”

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Brothers Cleaners, a family-owned professional dry cleaning business, is in the business of making people look good and helping them save time. Understanding that today's life is hectic, they differentiate themselves by offering free delivery service to customers. In addition, they provide a pick-up service at the same price as traditional drop-off counter service.

To ensure continued time-savings for their customers, Brothers Cleaners needed to streamline their processes, too. They established four improvement objectives:

- With five separate corporate entities, each with their own chart of accounts, Brothers Cleaners needed the ability to consolidate their data. This was something their current software solution did not support.
- They planned to redesign some of their processes to eliminate duplicate data entry.
- Like any business, Brothers Cleaners wanted to improve cash flow. They sought to do so by automating their invoice processes to import invoices directly from their Point of Sale (POS) system into Accounts Receivable (AR), enabling them to then send more timely statements to their customers.
- They were manually processing credit card payments. With the delivery business comprised of predominately monthly credit card customers, the volume of their credit card business was growing. They wanted to automate this process to avoid costly entry errors and reduce the time it took to complete the process.

To meet these objectives and improve their overall efficiency, Brothers Cleaners needed a new accounting solution that would accommodate their growth. They also needed an experienced implementation partner to ensure their needs were met and to provide the guidance, suggestions and real-life examples they needed for improving their process flow.

The Solution

Brothers Cleaners chose to work with Business Technology Solutions (BTS) because they believed that BTS had the business process and implementation expertise they needed. They liked the fact that the BTS implementation team is comprised of CPAs who were once in public practice or were CFOs themselves. They felt the BTS team would be better able to understand and relate to their key business drivers and requirements as a result. Brothers Cleaners also felt that BTS was a well-suited solutions provider because they seemed to share a common commitment to excellence in quality and customer service. As a service-oriented business, we work hard to understand the needs of our customers. We feel BTS is the same way.



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They took the time to gain a true understanding of our business, our objectives for our new accounting solution, our chief concerns, and our business processes,” says Bob Hilker, President/Owner of Brothers Cleaners. “After meeting with us and reviewing our needs, they recommended the perfect accounting solution for us – Sage MAS 90 and Sage Abra -- and then stayed with us to ensure that the implementation went smoothly and our objectives were met,” continues Bob.

The Process

BTS performed the implementation in phases, which allowed Brothers Cleaners to see immediate benefits. It also allowed them to incorporate new processes within their business in a way that was natural -- not disruptive. Initially, the BTS team implemented MAS 90's core accounting modules, including General Ledger (GL), Accounts Payable (AP), Accounts Receivable (AR) and Bank Reconciliation (BR). They also included Visual Integrator for importing invoices from the POS system, plus the Credit Card Processing module.

An immediate benefit of the initial implementation was the modification and consolidation of the five separate chart of accounts into one corporate entity for reporting purposes. “Having 5 separate corporations, each with their own payroll and checking accounts presented a challenge. Implementing MAS 90 gave us the ability to quickly and easily produce a consolidated Profit and Loss Statement and reports using the FRx report writer,” states Tom.

Brothers Cleaners was also able to immediately shorten their receivables collection time by 10 to 15 days because statements began being issued in a more timely manner. Prior to implementing MAS 90, it was taking until about the 20th of the month to send out the statements. “After implementing our new solution, we were able to send our statements out by the 5th of the month,” says Anita Stancil, Accounting Manager. “We were also able to accelerate our payments by automating the credit card charges for the customers who use this payment method. This allowed us to process these much earlier each month and took our credit card processing time from several days to a couple of hours.”

“BTS then set up MAS 90's credit card processing, address verification and mailing options, along with Pitney Bowes, to speed up this process even more. Now statements mail on the 2nd business day of the month,” continues Anita. With these enhanced business processes, cash flow improved significantly.

The next phase included the implementation of ABRA Payroll, Human Resources (HR) and Attendance. After implementing these solutions, Brothers Cleaners realized significant time and cost savings. The amount they saved in payroll outsourcing fees in one year more than paid for the cost of ABRA. In addition, payroll is now completed in less time than it took them to prepare the reports they produced for their prior outsource payroll company. And, while bringing payroll “in-house” usually requires manually stuffing payroll checks, Brothers Cleaners was able to avoid this time-consuming task when BTS implemented a very cost-effective check folding and mailing solution for them.

Happy Ending

BTS' extensive implementation experience, product knowledge and commitment to quality service ensured the right solution for Brothers Cleaners. “In every contact, whether in person or on the phone the people of BTS continue to identify opportunities to help us maximize the value of our new system,” Tom states. “BTS is a true partner committed to, and now a part of, our success,” agrees Bob.

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Business Technology Solutions is a Sage Select Partner:



SAGE ABRA

SAGE MAS 90



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