

A Leading Furniture Distributor

Leverages Managed EDI to Drive Accuracy and Efficiency with Aptean Distribution ERP

Industry

Furniture Distribution

Challenges

- » Scalability while maintaining efficiency and accuracy
- » Cumbersome warehouse processes
- » Using manual processes to collect and track data

Benefits

- » Automation and fewer manual processes
- » Warehouse efficiency
- » Keeping up with retailer compliance requirements
- » Easily accessible and actionable data



A few years ago, Aptean partnered with a family-owned and operated furniture business, and what once was a two-person barstool business has become an industry leader in designing, marketing, and manufacturing wood dining, bedroom, home, and entertainment furniture.

They're headquartered in the western US and maintain a corporate office and an 180,000 square foot distribution facility. They also have three domestic warehouses and two overseas warehouses. They work very closely with long-trusted, high-quality sub-contractor factories and vendors to ensure that they consistently deliver the best value in the industry.

The Need for an Industry-Specific ERP

Prior to their partnership with Aptean, this furniture business was using a legacy ERP solution that was heavily reliant on pencil-to-paper methods, lacked fluid scalability, and created clunky processes in the warehouse and throughout their business. The leadership team decided it was time to look for an ERP solution that was specifically designed for their industry and way of doing business (distributing consumer goods to retailers) in order to streamline their processes, gain automation, and improve data accessibility.

The company's Chief Financial Officer (CFO), says, "Half to two-thirds of the reporting and summaries were being done in Excel, where we'd then have to manually input the information and go through many different avenues to get what we wanted. With Aptean, we can easily get what we want."



Additionally, knowing their future expansion plans, they knew that Aptean Distribution ERP was going to allow them to scale the way they wanted to. Their CFO says, “We were growing quickly and needed to be more efficient. The system that we had wasn’t sufficient for how we were trying to expand. We needed something that was more capable.” Aptean allowed them to grow their business, expand to different vendors and to be efficient and effective while doing so.

Time for a Change

Before securing their partnership with Aptean, their CFO admits to exploring a variety of other solutions and comparing and cross-checking dozens of metrics before deciding to commit to Aptean Distribution ERP.


This furniture company went live with Aptean Distribution ERP in 2005 because, as their CFO says, “It seemed... more intuitive and easier to understand. It was more flexible as far as the things we wanted to see during set up and moving forward. Some of the solutions we explored said, ‘This is the way you’re going to do it,’ and Aptean Distribution ERP didn’t do that. It just felt like the right fit. Everyone we worked with at Aptean was very responsive to our questions and seemed to understand everything we wanted to do here.”

Implementation and Upgrades

The success of their business relies so heavily on meeting the needs of its customers and remaining compliant with each of their specific requirements. Specifically, throughout the implementation, Allred said that Aptean helped with that, “Aptean would explain the ‘what’ and the ‘whys’ of a certain problem and the team was very easy to work with. They would say, ‘Here’s what you need to do and here’s why,’ and that was very much appreciated. We want to understand the best processes for our business.”

One of their account managers explains that Aptean's support extends far beyond implementation, "It goes for upgrades too. The team is very good at informing us of the 'hows' and 'whys' of each upgrade. It's easy for me to see that the staff is totally in line with our needs. They're able to guide us through best practices and things in our system that need to change. Maybe there's something in our system that we're not using as we should, the Aptean team helps us understand how we can and why we should change."

Their account manager insists that after 25 years of working with Aptean, not much has changed. Their account manager says, "They're very good at explaining why they're making the upgrades and what's going to be changed. And I'm very much looking forward to the next one. Just from the emails I'm getting, even though I'm not in the new version, everything is totally in line with what we're doing."



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Chief Financial Officer at a leading Furniture Distributor

Managed EDI

Like most distributors shipping consumer goods to, or on behalf of, major retailers – the furniture company needed an EDI solution to automate that communication process. Because Aptean Distribution ERP includes its own built-in EDI, they would have been able to manage their own EDI processes directly within the system.

But because they had elected to utilize Aptean Distribution ERP's Managed EDI Services, the Aptean team handles these processes on their behalf, so this furniture company could instead focus on growing their core business.

Aptean's team of seasoned EDI professionals has over 75 years of experience between them and is knowledgeable on both the ERP system and the major EDI trading partners – enabling them to offer unparalleled insights and peace-of-mind to the employees at this furniture company. This is especially true when it comes to the ever-shifting compliance requirements from trading partners. Because the Aptean team is so tuned into these retailers, they know when changes occur and can make quick updates to keep their settings up-to-date.

Their account manager says, "I don't know why people wouldn't pay for the maps to be up-kept. Unless you have a whole EDI department, there's not enough time and resources to do all that work. I don't know if everyone else has as many variances as we do, but things are constantly changing through EDI. And those EDI customers are generally the bread-and-butter of the company simply because those orders are so large."

Deposit Import

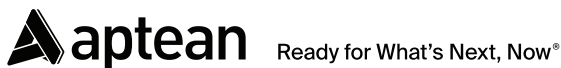
At Aptean's most recent customer conference, there was a session covering core Aptean Distribution ERP features that customers may not be using for various reasons, and since that session, they decided to revisit some of those features, which is making a world of difference. One specific example is the deposit import feature, which allows them to bypass all of the manual data entry and input when it comes to correctly applying the trading partner's check to open invoices.

"We have one customer where their deposit can be anywhere from 5 to 500 different invoices on a deposit. And they were entering them all manually, going in and clicking the boxes on the invoices we were paying, and it was at least a half a day process every week. Then there was human error on top of that. So when that happened, trying to find that was a challenge. And now with the deposit import capability within Aptean Distribution ERP, all of it takes about 5 minutes," their CFO says.



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About Aptean

Aptean is one of the world's leading providers of industry-specific software. Our enterprise resource planning and supply chain solutions are uniquely designed to meet the needs of specialized manufacturers and distributors, while our compliance solutions serve specific markets such as finance and life sciences. With both cloud and on-premise deployment options, Aptean's products, services and unmatched expertise help businesses of all sizes, across many industries, to scale and succeed.

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