

Client

Skip Gambert & Associates

Industry

Wholesale Manufacturing

Number of Employees

120

Software

aACE 3

Go Live Date

1/1/09

Key Benefits

- Customized business software at an affordable price
- Automated and streamlined operations
- Eliminated IT headaches
- Accurate Accounting and Inventory

Avant Garde Information Solutions, LLC

For more information about the aACE Business Management Suite, go to www.agisllc.com or call +1.212.532.1378



Client Overview

Skip Gambert & Associates is a leading wholesale manufacturer of custom-made men's dress shirts, and one of the few who can proudly say "Made in the USA." Founded in 1992, its staff combines more than 100 years of experience in the custom tailored shirt business. Skip Gambert & Associates' clients are individuals including professional athletes, TV personalities and celebrities, as well as retailers nationwide. The company is proud to have the best delivery time in the industry, unsurpassed customer service, and unparalleled customer satisfaction.

Operational Overview

Skip Gambert & Associates' successes do not come without operational challenges. The company manages several thousand orders per month, and each order may contain anywhere from 1 to 100 shirts. Each shirt requires three yards of fabric (among other things) and goes through a three stage production process. The order is shipped once all shirts are ready, and multiple orders are consolidated into single shipments for the same customer whenever possible. The total time from start to finish is 21 days. Because there are many moving parts, mistakes of any kind cause unacceptable delays, and competition from foreign manufacturers with low cost labor means highly efficient operations are of the utmost importance.

The Case for aACE Business Management Suite

The need for an effective business management system was obvious to Skip Gambert & Associates. However, like many companies, finding a solution that actually met their needs was no easy task. A regional sales representative from FileMaker® suggested they consider aACE, a complete business management suite that could be affordably tailored to their exact requirements. As custom shirtmakers they saw the value in "a perfect fit" immediately.

The Implementation

Skip Gambert & Associates' director of operations worked closely with AGIS developers to automate and streamline Skip Gambert & Associates' operations as much as possible.

"I would recommend aACE to anyone who wants to eliminate their time spent troubleshooting problems with other programs."

Claire Wade

Skip Gambert & Associates
Director of Operations

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Areas that were automated and streamlined include:

- Each shirt's production status is displayed on the order line item allowing customer service to quickly report the status of an order to an inquiring client.
- Moving a shirt to the next production stage only requires a single click.
- The order's status is updated automatically based on the production status of the line items.
- The order is automatically marked as "Ready to Ship" when all shirts have completed production.
- The shipping department builds shipments by client, facilitating batch shipments.
- Shipping an order automatically closes it.

These alterations did not change aACE to suit Skip Gambert & Associates' industry; these updates changed aACE to suit Skip Gambert & Associates.

The Results

See what Skip Gambert's Director of Operations has to say below:

For too many years we suffered the inadequacies of "canned" programs. We worked with programs that weren't stable and others that simply couldn't offer us the ability to extract information necessary to operate efficiently. We had priced "Custom" programs from a variety of vendors, all ranging in cost from \$25,000 to \$100,000. It was dreadfully discouraging.

We were familiar with FileMaker and I contacted them about our situation. They referred us to Michael Bethuy at AGIS. When I contacted Michael, and told him what our needs were, he assured me that all of our requirements could be met and at a reasonable cost. Some 10 months after going live with aACE, we are all absolutely thrilled with the accuracy and stability of this program.

Working with AGIS has been and continues to be a pleasure. Most important to me is they have no Virtual Attendant. I speak with a real person when I need to call, and they will speak to me in Lay terms.

aACE itself is a stable program and thoroughly accurate. To date, our numbers are correct, from the yardage on our shelf to the money in the bank. This in itself makes the program incredible and invaluable.

Their customer service and support is professional, personable and prompt. They offer a support website where I can easily submit a trouble ticket and always receive an immediate response. Fortunately, we don't have any urgency to call and our trouble tickets are more for asking questions as we are still learning just how much this program can do for us.

I would recommend aACE to anyone who wants to eliminate their time spent troubleshooting problems with other programs. We have twelve users and a day doesn't go by that someone doesn't comment on how much they appreciate this program. Thank you, Michael and your staff!

Skip Gambert & Associates