

Client

M & R International, Inc.

Industry

Wholesale Distribution

Number of Employees

10

Software

aACE 4

Go Live Date

8/16/10

Key Benefits

- Customized business software at an affordable price

**Avant Garde
Information Solutions, LLC**

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

**Client Overview**

M & R International, Inc. (M & R) is a 76 year old international distributor of wholesale paper, including newsprint, text and cover (Fine Printing Paper), NCR, release paper and now coated paper.

Operational Overview

Order management for the wholesale paper business is challenging. Customers order text and cover paper by sheets or cartons, yet it is priced and sold in metric tons, and procured in units of 100 pounds. Added to that are additional auditing and reporting workflow requirements resulting from international shipping, credit insurance and Forest Stewardship Council (FSC) compliance mandates.

The Case for aACE Business Management Suite

When AGIS met M & R in April of 2010, M & R was using an off-the-shelf solution and a handful of database, Excel, and Word workarounds to manage their operations. Each and every transaction required substantial work from users because of their complex conversion and compliance requirements. It was a slow and potentially error-prone process that needed to be improved.

M & R management researched a handful of software options. Until meeting AGIS, no software vendor could accommodate their unique requirements without painful workarounds. After two meetings with AGIS, AGIS demonstrated a working proof of concept, making the choice obvious: aACE Business Suite.

The Implementation

AGIS and M & R worked together closely to implement solutions for M & R's unique requirements and to alleviate the bottleneck created by the calculations required to procure and sell Fine Printing Paper.

Solutions specific to Fine Printing Paper include:

- Users can enter sheets or cartons as requested by the customer. The "quantity" value (metric tons) is then automatically calculated based on the Sheets per Carton and M Weight ratios for the Fine Printing Paper product.
- Purchase orders are auto-generated from the sales orders. The quantity used for procurement is based on the CWT Quantity (metric tons converted to pounds divided by 100).
- Inventory is stored and valued in metric tons even though it is purchased in units of 100 pounds.

*“Thank you,
thank you,
thank you!”*

Wendy Donenfeld
Controller, CPA

*“What used to
take me an hour
now takes me
five minutes.”*

Nagibe Carmona
Order Processor

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Other notable enhancements include:

- A custom Cost of Goods Sold solution that accounts for ownership of products while they are in transit. For M&R this eliminates a substantial amount of month-end accounting work previously performed in Excel.
- All processes and documents are FSC compliant. The solution contains an FSC compliance report to make the annual FSC audit substantially easier than in years prior.
- Updates were made to various records and processes to accommodate international logistics and shipping requirements.
- Documents were customized to account for bilingual requirements given M & R's substantial business in Central and South America

These solutions allowed M & R to abandon workarounds, improve efficiency, and substantially reduce human errors.

The Results

Here is what M & R's controller Wendy Donenfeld, CPA has to say about the results:

Why did you choose aACE Business Suite?

aACE was the ONLY software system in our price range that was able to automate the computations necessary for us to buy and sell one of our main product lines. In addition, the program was customized further to accommodate all of our product lines that have different parameters.

What first attracted you to AGIS?

The original sales contact conveyed the attitude that AGIS really wanted this project, wanted us as a client. Up front, I asked AGIS to demonstrate to me that they could make aACE work the way we needed it to before we went any further. They did. All the other companies touted that they served hundreds, even thousands of customers. We did not want nor could we use a “cookie-cutter” approach. Most dropped out of the discussion process when they heard what we needed done. One even assured me his company could do what we asked and guaranteed our money back if they didn't, but refused to go to the “expense” of proving it. For M & R, it was unacceptable to invest time and money in a project with absolutely no confidence they could deliver.

How do you feel about the results?

The new system has been a great success. The staff was able to learn how to use it quickly. I have more tools at my disposal for resolving open orders and finding wayward invoices. We all spend less time processing day-to-day transactions and month-end processes. Reports have been customized to our specifications.

How do you feel about AGIS support?

AGIS is always there when we need them. The system has required tweaks as we go along, and AGIS works with us to find optimal solutions.

Who would you recommend AGIS to?

Any company that needs a seemingly impossible-to-achieve customized accounting system that will take them from inputting a transaction to the general ledger.

Additional Comments

I am a long-time CPA working in small firms for over 30 years in many industries. The one thing I had never done before was find and implement a customized system. I was nervous. I had done my research about AGIS and the references were consistent: AGIS had the experience and knowhow to get this done. Once we committed to using AGIS, they asked me to trust them. I did and they delivered, and the process was much smoother than I ever anticipated.