

# Sage 100 ERP | Customer Success

## Colgin Smokes the Competition With Sage 100 ERP

“Where there’s smoke, there’s flavor.” That’s the slogan The Colgin Companies have used since 1943 to market their unique product, Colgin Liquid Smoke—offering savvy cooks a rich barbecue taste and smell without the fuss of outdoor cooking. Shoppers in grocery stores across the country can choose from four different flavors. Colgin also offers two topical bug bite relief ointments, plus Next Generation, a product for washing fresh fruits and vegetables.

### Setting up Smoke Screens

Two years ago, Kerry Thornhill joined Colgin as CEO and vice president of marketing with a clear and ambitious vision. He wanted to transform the company’s perceived image in the retail trade from a small mom-and-pop operation to a large, dynamic, manufacturing firm. He dreamed of setting Colgin apart from the competition through technological sophistication and possibly even expanding to international markets. This would require embracing the latest software available at all levels so that Colgin could deliver added value to its customers.

At the same time Thornhill hoped to improve communications with retail channels and offer all the services of a larger firm, including 24-hour customer support and service, seven days a week. With fewer than 20 employees, this was next to impossible using traditional methods.

### A Savory Solution

Colgin’s software consultants had an answer. Since the company had been using Sage 100 ERP\* to manage its financial systems for some time and was very happy with its capabilities, it would be easy to add the eBusiness Manager module. This would enhance the existing system so it could serve as a business-to-business gateway for e-commerce.

Today eBusiness Manager is an important part of operations at Colgin. Customers like Safeway and Albertson’s stores can go online to check product prices or place orders. They can verify the status of open orders and make changes virtually any time of the day or night. It’s also possible for customers to confirm scheduled shipping dates and view several years of past sales history, all with the click of a mouse.

\*Sage 100 ERP was named Sage ERP MAS 200 when The Colgin Companies initially implemented this solution. The product names have been updated in this case study to reflect current naming.

### Customer

The Colgin Companies

### Industry

Food products manufacturer

### Location

Dallas, Texas

### Number of Locations

One

### Number of Employees

20

### System

Sage 100 Advanced ERP



### Challenge

Leverage the power of a technologically advanced business solution equipped with e-commerce capabilities to strategically position Colgin as an industry leader.

### Solution

Sage 100 ERP financial, distribution, and eBusiness Manager modules.

### Results

Streamlined communication; 24/7 customer self service; improved customer satisfaction; reduced customer service phone requirements; enabled reallocation of resources to sales and marketing.

Why is direct access to shipping information of interest? “Big grocery stores are using just-in-time inventory management practices these days,” explains Thornhill. “Because they’re not maintaining large quantities in stock, they’re always concerned about running out. They really appreciate knowing exactly when an order will come in so they can plan accordingly.”

Before the advent of eBusiness Manager, Colgin relied on brokers to transmit order and delivery information. All that has changed. “The eBusiness Manager module lets us communicate directly with our customers, preventing the possibility of messages’ becoming garbled or misunderstood,” says Thornhill. “Now we can do a much better job of listening to what stores want, and be more responsive.”

A related benefit has been a reduction in the time Colgin employees must spend on the telephone. Customers can go on the web for information instead of calling. This frees up staff members to perform other tasks.

Thornhill likes the various business opportunities that Sage 100 ERP and the e-commerce module have created. “The eBusiness Manager module has opened doors for us across the board,” he says. “Once you start installing the new technology, you suddenly realize how much more it’s possible to do. For instance, now there are many more product lines we can consider offering—because the automation process has freed up our resources for additional sales and marketing efforts.”

Another pleasant surprise has been the customers’ response. “We were concerned about the reception we’d get from both grocery stores and brokers when we launched our e-commerce program,” comments Thornhill. “So we sent out a letter explaining the system, providing each customer with a proprietary password and logon ID.

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Kerry Thornhill, CEO  
Colgin

“As it turned out, virtually everyone has been happy with our web presence. Customers can see that we’re dedicated to the future, and we’re a company that’s going somewhere. The eBusiness Manager module has been an excellent move for our competitive positioning.”

### About Sage

Sage North America is part of The Sage Group plc, a leading global supplier of business management software and services. At Sage, we live and breathe business every day. We are passionate about helping our customers achieve their ambitions. Our range of business software and services is continually evolving as we innovate to answer our customers’ needs. Our solutions support accounting, operations, customer relationship management, human resources, time tracking, merchant services, and the specialized needs of the construction, distribution, manufacturing, nonprofit, and real estate industries. The Sage Group plc, formed in 1981, was floated on the London Stock Exchange in 1989 and now employs 12,600 people and supports more than 6 million customers worldwide. For more information, please visit the website at [www.SageNorthAmerica.com](http://www.SageNorthAmerica.com) or call 866-996-7243. Follow Sage North America on Facebook at: <http://www.facebook.com/SageNorthAmerica> and Twitter at: <http://twitter.com/#!/sagenamerica>.