Tropical Sno Shaves Ice (and Costs) With Sage 100 ERP

Searching for a shiver? You'll get a breezy taste of the islands with Tropical Sno Hawaiian Shave Ice. More than 200 million servings of this chilly delight have been sold around the world since its introduction in 1984, and dealers are now located throughout the United States and in 30 foreign countries.

Some of Tropical Sno's 38 "real-to-life" flavors include margarita, kiwi, passion fruit, and tutti frutti. Flavors come in convenient dry powder packs and are easily mixed with sugar and water to make syrup. Nondairy cream toppings offer an even wider selection of taste possibilities.

System Meltdown

Tropical Sno, a division of Pioneer Potato Company, Inc., is a family business, with a family culture that's inclusive of dealers, employees, and young-at-heart fans. A major priority is keeping satisfaction high among these diverse groups with consistent, top-quality products and efficient service to customers and distributors alike.

Meeting service and internal management goals had become particularly difficult given Tropical Sno's previous accounting package. The behemoth standalone product was based on DOS and was awkward, clumsy, and too difficult to use. In addition, it couldn't support the company's growing inventory management needs. As Debra Didier, Tropical Sno's comptroller, puts it, "We definitely wanted a change."

New System Is a Breeze

Tropical Sno's executive group selected Sage 100 ERP* as its new financial system on the recommendation of their accountants and have been more than satisfied ever since. All of the company's business functions are now automated on Sage 100 ERP, with end-to-end integration of everything from payroll to sales order entry and billing. Even inventory is now tracked using the new system. Didier says the result has been a major decrease in bookkeeping costs—and fewer headaches in keeping the company's finances straight.

When Tropical Sno's customer service team members take a call, they write the order and enter the data directly into Sage 100 ERP.

*Sage 100 ERP was named Sage ERP MAS 90 when Tropical Sno initially implemented this solution. The product names have been updated in this case study to reflect current naming.

Customer
Tropical Sno

Industry
Shaved ice and related equipment

Location
Texas

Number of Locations
One

Number of Employees
13

System
Sage 100 Standard ERP
- Accounts Payable
- Accounts Receivable
- SAP® Crystal Reports for Sage 100 ERP
- General Ledger
- Inventory Management
- Payroll
- Purchase Order
- Sales Order

Challenge
Replace archaic system with an automated, integrated, user-friendly system that can manage growing inventory requirements and help keep customers and distributors happy.

Solution
Sage 100 ERP financial and distribution applications.

Results
Streamlined automation from A to Z; seamless data flow and instant access; improved inventory management; substantial decrease in bookkeeping costs; clear, complete reporting; easy year-end closings.

The system prints out a picking sheet that is used to pull orders in the Sales Order module. Invoicing is performed through the same module, and inventory and accounts receivable are updated without additional effort.

"Ease of use was our biggest requirement, and we definitely got it in Sage 100 ERP," comments Didier. "The application was so straightforward, we were able to figure everything out on our own, without taking formal classes."

Tropical Sno signed up for the Sage Business Care Silver plan, but they've only called a couple of times. Didier says, "I've gotten through to a representative very quickly, sometimes without even waiting. If they have to call me back, it's in a very reasonable amount of time. Once I had something happen in the middle of a posting and needed to restart the program. Tech support walked me through the whole process. There was absolutely no hassle, which I appreciated a lot."

Didier likes the General Ledger module, which she uses to prepare monthly trend reports. This gives her a one-page financial statement for a convenient comparison of the current month with previous months or prior year data.

She also found that Sage 100 ERP makes it simple to close out accounts at the end of a fiscal year. "An activity like that can sometimes be traumatic," she says. "But Sage 100 ERP is so user-friendly that even year-end activities are painless."

"Sage 100 ERP is an excellent answer for companies our size," Didier notes. "We can count on it. It gives us clear reports. And it's very complete, too, tying together information from various departments for access by anyone on the management team."

> "Ease of use was our biggest requirement, and we definitely got it in Sage 100 ERP. The application was so straightforward, we were able to figure everything out on our own, without taking formal classes."
>
> Debra Didier, comptroller
> Tropical Sno

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 12,300 people and supports more than 6 million customers worldwide. For more information, please visit the website at 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.

Sage
6561 Irvine Center Drive
Irvine, CA 92618
866-530-7243
www.Sage100ERP.com

sage