



## CUSTOMER SUCCESS STORY

**CUSTOMER**

Arc-diversified, Inc.

**INDUSTRY**

Nonprofit manufacturing

**LOCATION**

Cookeville, Tennessee

**Number of Locations**

One

**Number of Employees**

185

**SYSTEM**

Sage MAS 500

**Modules in Operation**

- Accounts Payable
- Accounts Receivable
- Advanced Manufacturing
- Advanced Planning and Scheduling
- Alerts
- Cash Management
- Engineering Change Management (ECM)
- General Ledger
- Inventory Management
- Material Requirements Planning (MRP)
- Purchase Order
- Sales Order

## Arc-diversified and Sage MAS 500: Jobs for People With Disabilities

Arc-diversified, Inc., is the ultimate win-win idea. It's a nonprofit organization that manufactures and packages Granny Bunt's Bakery Mix, pudding mixes, icings, oil, instant milk, unitized group rations, and other food items needed by the government. At the same time, it provides jobs for people with disabilities who might otherwise be unable to earn a competitive wage, and helps them to be contributing members of their communities.

One of a handful of agencies of its kind in the nation, Arc-diversified supplies the military, food banks, and schools from its USDA-approved facility. More than 80 percent of its employees have special needs. Thanks to Arc's coaching and on-the-job training programs, many employees are able to transfer their work skills to subsequent positions in local industry.

### Special Workforce, Extraordinary Success

Arc's concept was such a winner that in just five years the company more than tripled its employee base. Sage MAS 200 ERP served as its original business system. But the



Home of Granny Bunt's Family of Fine Products

software was never created to handle the enormous manufacturing volumes currently being generated by Arc. The company added standalone databases as long as possible, then went shopping for a system that incorporated heavy-duty manufacturing capabilities.

"Sage MAS 500 ERP offered everything in one integrated solution, including accounting, manufacturing, and inventory management," says Melissa Wilson, customer service manager.

Sage MAS 500 has automated a wide range of manufacturing tasks at Arc. The MRP module schedules production and defines when raw materials and packaging

**CHALLENGE**

Rapid expansion of product lines mandated move to automated manufacturing management and consolidation of multiple databases.

**SOLUTION**

Sage MAS 500 with complete suite of financial and manufacturing modules, including Advanced Manufacturing, Advanced Planning and Scheduling, Inventory Management, and Alerts.

**RESULTS**

Audit preparation time cut by 30 percent; shipping paperwork drastically reduced; detailed transaction tracking now possible with a single click.

*"Sage MAS 500 has improved our inventory systems, reduced manual processes, and given us the exact information we need for managing our manufacturing operations. It's been responsible for a lot more smiling faces—including mine."*

—Melissa Wilson  
Customer Service Manager  
Arc-diversified, Inc.

## ABOUT SAGE SOFTWARE

Sage Software has been responding to the needs, challenges, and dreams of small and mid-sized businesses for over 25 years. With a complete range of business management solutions and services, Sage Software helps companies improve customer relationships, reduce costs, and automate and integrate a variety of operational activities. Its solutions support the specialty needs of a broad scope of industry segments, including manufacturing, distribution, construction, real estate, nonprofit, and professional services.



will be needed. Once material arrives, it is entered into Sage MAS 500, tracked through production and documented in the warehouse. The Inventory Management module specifies which bins products are stored in, and relieves quantities as items are shipped. The system creates bills of lading and packing slips, and the Accounts Receivable module prints customer invoices. Freight and on-time deliveries are recorded through the Sales Order module.

"Our biggest improvements have come from streamlined workflow and product monitoring," Wilson says. "One order may have multiple loads. Before we were constantly searching for quantities ordered and comparing against the quantities shipped. Now the system manages everything for us, greatly reducing stress on our employees."

### Reliable Reports Save Time

Sophisticated reports have been another benefit of the system upgrade. She also appreciates being able to export data to spreadsheets when necessary. "Both the military and USDA require us to report on-time deliveries, losses, errors, damages and freight dollars spent per shipment," says Wilson. "We must also track Social Economic Code (SEC) status for all our vendors. Sage MAS 500 provides the flexible reporting functions we need, eliminating an entire day of work every week in this area alone."

Audits are easier now, too. "Sage MAS 500 has reduced the time we spend preparing for audits by 30 percent," Wilson notes. "We can now select a particular lot number and instantly identify how many cases were produced, where and when they were shipped, and whether any are left in inventory."

Arc-diversified uses Sage MAS 500 Alerts for updating orders. When sales orders are created, changed, or cancelled, an e-mail is immediately sent from customer service to the production team. Details are provided on both gross weight and net weight changes. Alerts also notifies staff when inventories are nearing the end of their shelf life, reducing scrap.

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