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—Howard Schapira  
Owner  
Action Equipment & Scaffolding

Action Equipment & Scaffolding had specific needs in mind when they looked at the software. "I wanted to create the orders at the counter and let them follow through all the way to the end. I also wanted to perform sales order, order entry, returns and transfers—basically the whole operation—through the system," says Schapira.

Schapira liked what he saw when he watched ARM in operation at his friend's company. From there, he wanted to find out as much as possible about the product and its available support. "Having a dealer right here in Phoenix is a plus," he says. "If my people have to spend their time solving problems with the software, the costs in loss of time alone can absolutely kill you. In addition, a big selling point is that the underlying accounting package is Sage MAS 90, [which is] very popular and widely used."

As the number one mid-range accounting software, the award-winning core accounting capabilities of Sage MAS 90 software set the standard for flexibility and ease of use. When Schapira selected the powerful software integrated with ARM's full-featured rental management and accounting system, the result was a complete solution for his rental business.

Is Action Equipment & Scaffolding satisfied with the support for ARM? "The few problems we encountered were quickly rectified. BCS has the ability to offer fixes that are downloadable from the Web. This feature allowed my team to quickly load the necessary information onto our server with minimal loss of time, and we were all taken care of. The people at BCS were actually listening to our problems and reacting with solutions," reasons Schapira.

What was the overall experience with ARM? "We can run inquiries, reports, and perform analysis work. My managers sometimes make requests like, 'We would like to compile the information necessary to show the results of this activity,' and I say, 'Well, here's how it's done.' The system kicks out exactly what they want and everyone's eyes light up. From a managerial standpoint, it is exactly what we need," continues Schapira. "That's what is great about this solution—ARM and Sage MAS 90 provide this very discerning, 'twice cautious' businessman with the perfect solution."

## 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.



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