



OASIS KEEPS THE TECHNOLOGY ENGINE RUNNING SMOOTH AT AUTOMOTIVE SERVICE PRODUCTS



Customer

Automotive Service Products, Inc.

Type of Organization

Wholesale Distributor and Printer of Automotive Forms & Supplies

Headquarters

Burlington, KY

Other Info

Established in 1986

Processes over 350 orders and 600 shipments each day

System Profile

- Sage 100 ERP
- Sage 100 Paperless Office
- Sage Alerts and Workflow
- StarShip Automated Shipping for Sage 100

www.AutoServiceProducts.com

“Our secret to success is that we leverage technology and run a lean operation,” says Jeff Koenig, V.P. Sales and Marketing at [Automotive Service Products, Inc](#) (ASP). “Both Oasis Solutions Group and Sage 100 ERP play a critical role in that.”

Ironically, a company that distributes a huge range of printed sales forms, service sheets, buyers guides, and other supplies to the automotive industry, prides itself on running a “near paperless” operation internally.

According to Jeff, “As soon as we receive an order, our front office operations can track everything from cradle to grave - including external documents and PDF files - right from Sage 100. We try and put everything into the ERP system so our customer service reps can access everything they need onscreen and answer any question right over the phone without having to hang up and call the customer back.”

But it hasn’t always been that way for ASP.

Trade In for A Newer Model

Before implementing [Sage 100 ERP](#), the company was using Peachtree accounting software. However, it wasn’t long before the system was overloaded and brought to a grinding

halt by the volume of transactions and data files. Jeff says, “We process about 350 orders and ship over 500 packages each day and it was just too much for the system.” That’s when the company discovered Sage 100 and [Oasis Solutions Group](#).

“Right out of the gate, I was impressed with the approach and professionalism of Oasis Solutions Group,” Jeff recalls. “In fact, we talked with a handful of other technology providers who were much closer to our office. But we chose Oasis Solutions Group because we felt they could provide a smooth implementation and transition ... and that’s exactly what they did.”

A High Performance Engine

ASP does everything they can to leverage technology to its full capacity including extensive use of Sage 100 Paperless Office. In the past, the company spent a couple of hours each day printing and mailing invoices that could take up to 6 days to reach customers on the West coast. Today when an order is processed and shipped, customers receive an order acknowledgement immediately by email directly from the ERP system.

Jeff says, “Our distributor then gets an invoice – customized with the

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- Jeff Koenig, Automotive Service Parts

tracking number, freight costs, and other details – the same night. Since we drop ship 99% of our products, our customers love the speedy process because they can then bill **their** customers and get paid quicker."

A Smooth Ride in the Warehouse

Integration between the shipping department and accounting operations saves a tremendous amount of time and money. Once an order goes out to shipping, warehouse staff just scans the bar code, confirms the details onscreen, and off it goes. Jeff says, "All of our systems are integrated so whether we're processing an order, shipping product, or invoicing a customer, we never have to enter the same information twice." That efficiency is how the company honors their shipping guarantee. "You give me an order by 4 PM Eastern and I'll ship it out the same day," according to Jeff.

The company also relies on built-in tools and reports to track inventory levels and re-order points in Sage 100. Jeff adds, "I've got over 1,800 items in the warehouse and without the right software, you can chase that inventory all day long. Sage 100 makes it easy to figure out what we've got on-hand and what we need to restock because we don't like backorders." However he points out that even when

they do have a backorder, the system triggers an automatic email alert that notifies the appropriate person right away.

Technology on Cruise Control

Even though the team at Oasis Solutions Group knows Sage 100 inside and out, Jeff is quick to point out that they're more than just techies. "They're business process people who understand distribution, know our company, and help us get the most out of technology," he says. "They've been terrific in guiding and advising us. I tell them what we're trying to accomplish operationally and they always come back with creative ways of leveraging our system. The collaboration works well and everyone I've dealt with at Oasis is A+."

Oasis plays an important role in helping ASP get the most out of technology and automate everything they do. Jeff says, "That way we can deliver products and services that are consistent and a process that's efficient each time. It's part of what our customers appreciate in working with us and what we appreciate in working with Oasis. They've been a fantastic partner for us."



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ABOUT OASIS SOLUTIONS GROUP

Since 1991, Oasis Solutions Group has been serving businesses throughout the United States with software consulting, programming, training and support. The software solutions we implement yield improved operational efficiency, smarter internal management, a rapid return on investment and most importantly, provide our clients with a stable platform on which to grow their business.

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