

CUSTOMER SUCCESS



North Station Millwork Builds Consistency with Peachtree by Sage Premium Accounting for Manufacturing

North Station Millwork of North Ferrisburgh, Vermont, is a manufacturer of hardwood mouldings and flooring. For more than 30 years, the company's owner and president, Kurt Plank, worked as a carpenter and contractor before starting his business. As a man of detail, Plank has the experience and expertise needed to produce a quality product, but he learned early on that customers wanted something more. "I interviewed several other business owners in the hardwood manufacturing industry, and found that what's really missing isn't quality product, but rather quality customer service," says Plank.

So, with determination and resolve, Plank focuses on producing a top-quality product delivered with a superior customer experience—the dual advantage that sets North Station Millwork apart from its competitors. And, the business management software that sets the company apart behind the scenes is Peachtree by Sage Premium Accounting for Manufacturing.

Peachtree Measures Up

Prior to Plank's purchase of Peachtree by Sage, the company's core financials were tracked on anything from paper and pencil to QuickBooks®. The process was tedious and time consuming, and his goal of providing a superior customer experience was quickly getting lost in a maze of administrative tasks. Plank realized that creating the right results takes a top-notch business management solution that is easy to learn and use, and entails all of the functionality key to manufacturers like him. "I needed to find a way of streamlining my paperwork so I could focus my time on providing a reliable, quality product and unmatched customer service."

Guided by the precision-driven requirements of the manufacturing industry, Plank found himself using different measurement scales in order to provide consistently accurate quotes and invoices. Plank knew, however, that his current accounting method wouldn't stand up under the increasing demands of his clients and the rigors of the ever-changing industry landscape. He needed to find a more efficient solution more in line with his business. He found it in Peachtree by Sage.

Customer:

North Station Millwork Ltd. Co.

Industry:

Manufacturer of hardwood mouldings and flooring

Location:

North Ferrisburgh, VT

Number of Locations: 1

Number of Employees: 1

System:

- **Peachtree by Sage Premium Accounting for Manufacturing**

CHALLENGE

QuickBooks failed to provide the functionality or customer support desired of North Station Millwork. It was difficult to accurately track numbers and mistakes were made far too often.

SOLUTION

Peachtree by Sage Premium Accounting for Manufacturing allows North Station Millwork to keep track of its business through easy-to-use inventory reports, sales quotes and orders, and invoicing. Customer support is top-notch.

RESULTS

Peachtree by Sage Premium Accounting for Manufacturing allows the company to better manage inventory, develop consistent pricing, and increase business efficiency, which frees up time for product development and serving customer needs.

Making the Switch

“Peachtree is the best system I’ve found for managing my business so that I can concentrate on client satisfaction and the product,” says Plank. Plank. “For someone like me with little accounting experience, Peachtree is easy to use, and its inventory and vendor management capabilities are right in line with my needs. QuickBooks didn’t offer the true accounting functionality that I was looking for—it was too easy to mess up my numbers.”

For the customer-oriented Plank, it was the personalized level of service he received from Sage Software that cinched the deal. Within days, he received a personal call from a Peachtree customer service representative welcoming him to the family—a far cry from the level of service he experienced elsewhere. “With QuickBooks, my questions were usually answered online through a virtual support person,” says Plank. “But, customer service is key to Sage Software—it makes it really stand out! Everyone is very responsive to my needs and cares about the success of my business. And, most importantly, I get to talk with a live person.”

Peachtree enables Plank to “keep his business rolling” while monitoring his bottom line through precise business status reports. With Peachtree, Plank easily builds an assembly of his product by entering the materials that he will be using, the conversion of raw materials to the actual product requirements, and the shop time needed for each product created. With the handy Bill of Materials (BOM) feature, Plank accurately determines exactly what he needs to produce quality products to the precise specifications of his clients. For Plank, Peachtree by Sage just works. “I purchased the best machinery I could find for my shop, so I thought I would buy the best accounting software as well,” he says.

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The Next Step

Currently, North Station is a one-man operation, but Plank one day hopes to expand his operations, add staff, and move into a larger facility. He’s confident that when his business does outgrow the capacity and functionality of his current Peachtree product, he can turn to Sage Software for another reliable solution using true accounting principles and industry-specific functionality to consistently help him make better business decisions.



If you’d like to learn more about Peachtree by Sage Premium Accounting for Manufacturing or another Peachtree product, please visit www.peachtree.com or call 877-495-9904 to speak with a new product specialist today.

ABOUT SAGE SOFTWARE

Sage Software supports the needs, challenges, and dreams of more than 2.7 million small and mid-sized business customers in North America through easy-to-use, scalable, and customizable software and services. Our products help manage a complete range of business functions including: accounting, operations, customer relationship management, human resources, time tracking, merchant services and the specialized needs of the construction, distribution, healthcare, manufacturing, nonprofit, and real estate industries.

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