

PSSI Case Study: St. Joseph Paper + Packaging



Going Green to Save Green: How Paperless Office Helps Mid-Size Distributor Save Money And Serve Customers Better With MAS 90

Reducing costs seems to be 'job one' at every company today, but at South Bend, Indiana's **St. Joseph Paper + Packaging**, "paperless office" tech-talk has turned into bona fide, *real* cost reductions that have helped this distributor manage better in tough times.

St. Joe Paper distributes paper and packaging products to a diverse customer base that includes manufacturing, distribution and industrial firms. Products include virtually anything these companies would use to protect their products for shipping and to keep their facilities as clean as possible. For 20 years, the company's culture has been focused on delivering quality products and developing lasting relationships. The firm is a frequent supplier to 'lean' environments.

The cost savings that St. Joe Paper recently realized came directly from implementing the *Paperless Office* functionality of their **Sage MAS 90 ERP** business management software system. As owner **Kent Dennis** notes, "With Paperless Office we have reduced paper invoicing and all those associated costs in paper, staff and postage by 75%."

As Kent went on to explain "The recent economic upheaval caused a permanent change of mindset here, and led us to attack problems differently. We've been in cost reduction mode since 2008. We said to ourselves 'Let's question some things...' We asked 'Why' a lot... What's the purpose of this action or process?" In short, Kent says, "we're never going back to the old ways."

And MAS 90 from Sage Software is a large part of that initiative. Beyond just the savings attributable to paperless office, the firm has embraced many more of MAS's cost-saving and process improvement capabilities.

For instance, Office Manager **Justine Williams** points to improved inventory management, better tracking and visibility of inventory, and a streamlined purchasing process. Additionally, she notes "The system has really improved our customer service! We can take

multiple orders simultaneously, check orders faster, know when incoming product is due, keep our customers informed and make better promises on delivery."

As Justine added, "We can put in so many more orders so much faster," and Kent adds that "the system has saved us from hiring more staff."

Vice President **Dean Skwarcan** summed it up simply: "Utilizing the software fully yields big savings to us. And all this new paperless functionality has helped us both internally and externally with our customers." A side benefit, Kent adds is that "the system has made our accountant's life a lot easier."

St. Joe Paper has been running Sage MAS 90 for about five years now. The PSSI team implemented MAS in 2004 as a replacement for an industry-specific package that proved less than satisfactory for their needs. We knew that MAS's strong accounting and distribution feature sets would make it a good fit for St. Joe Paper's needs.

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— **Justine Williams**, Office Manager
St. Joseph Paper + Packaging

The result: "We're far better organized today as a result of implementing our MAS system," says Justine. "With all the time and labor we've saved, we now devote more time to contacting clients and serving our customers." Meanwhile, St. Joe Paper has managed to increase office output while avoiding the need to add any staff. What more could you ask of your business software?

Recently the company implemented *Sage Payment Solutions*, the new credit card processing software that works with Sage MAS as well as another PSSI business management software offering, Sage Pro ERP. With Sage Payment Solutions, companies can offer customers full credit card purchase functionality, while Sage offers to "meet or beat" any credit card merchant rates.

As St. Joe Paper continues to grow with their system, future conversations about advanced report writers and web-based ordering are on tap. In a sense, Kent's philosophy mirrors that of Amazon founder Jeff Bezos, who wisely noted recently: "What's dangerous is *not* to evolve." ■



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