

CUSTOMER SUCCESS



Sage MAS 200—the Only Answer for Yamada America

Yamada America, the U.S. subsidiary of a Japanese heavy industrial pump manufacturer was founded in 1986, when the parent company, Yamada Corporation, sent 23-year-old Steve Kameyama to Chicago. Kameyama had never been outside of Japan and didn't speak any English. "Those first few years were challenging," he recalls. But Kameyama persevered, and soon began selling pumps manufactured by the parent firm in Japan to distributors and end users, such as Motorola, Intel, and DuPont.

Kameyama spent two more years managing every aspect of the new Yamada America solo. In 1989, with five employees on board, Yamada America replaced its manual system with an Epson 286.

"We tried to computerize accounting, but the 286 couldn't handle five users," explains Kameyama. "So we acquired a Novell network with five workstations. That met our needs until 1993 when we brought some of our light manufacturing to Chicago. Then we purchased Sage MAS 200 for DOS."

Too Good to Be True

Sage MAS 200 for DOS was working well for Yamada America, but in 1998 they decided to switch to a Windows-based system to handle their 25-30 percent growth each year for the previous three years. A software salesman convinced them that he had a product that would work even better than Sage MAS 200. "He assured us that their accounting software could do everything we required and more, so we went for it," laments Kameyama. "It turned out to be an absolute nightmare. Installation went on for over four months, and messed up everything—accounts payable, advanced consolidation, general ledger, and inventory."

During the installation period, Yamada America continued to run Sage MAS 200 alongside the new software. They hired technicians to resolve the problems with the new software, but soon discovered that it wasn't what the salesman had promised.

The system problems only multiplied after the conversion. Now hardware was breaking down and computer screens were freezing several times a day. Things got so bad that two employees quit because they were fed up with working so many extra hours due to computer problems.

Customer:

Yamada America

Industry:

Manufacture and distribution of industrial pumps

Location

Tokyo, Japan
(Parent Headquarters)

West Chicago, Illinois
(U.S. Headquarters)

Number of Locations: Three

Number of Employees: 25 (in U.S.)

System:

Sage MAS 200

- General Ledger
- Accounts Payable
- Accounts Receivable
- Bill of Materials
- Inventory Management
- Sales Order
- Purchase Order
- e-Business Manager
 - .inquiry
 - .order
 - .store
- Bar Code
- Work Order

CHALLENGE

Clean up another software vendor's mayhem on our accounting system and get up and running with Sage MAS 200.

SOLUTION

Sage MAS 200 financials and Inventory Management.

RESULTS

Resolved software and hardware problems; accommodated annual growth of 40 percent; streamlined automation of most business processes; exceptional inventory control and strategic management.

Sage MAS 200 to the Rescue

“That did it. I gave up on the new software,” says Kameyama. “I called our Sage MAS 200 reseller and he came over immediately and showed me the latest version. We had it installed in two days. A couple of weeks later, all our data was transferred to Sage MAS 200. We dumped the other accounting software. Sage MAS 200 does exactly what we need—and our computers haven’t frozen since ”

Yamada America sells 4,000 different products and 16,000 parts for those products. The Sage MAS 200 Inventory Management module has been invaluable in managing their product flow. Inventory control is simplified with the Purchase Order module. It calculates how many parts must be ordered to keep each product in stock and provides a useful product turnover and reorder report. Data is never entered twice. When Sales Orders are entered, Sage MAS 200 automatically removes the parts from inventory, prints the order in the warehouse, and feeds the results into purchase orders, invoicing, and shipping.

As president of Yamada America, Kameyama appreciates being able to view reports on sales, profits, aging, and inventory—all on one screen. Information from every module is compact and quickly accessed using the report functions. In addition, the company did not have to customize any of the reports. All they needed came standard with Sage MAS 200.

Sage MAS 200 not only automates every aspect of Yamada America’s business, but they are also finding it to be extremely user-friendly and easy to learn. New employees are able to understand it right away. In fact, it fully accommodates the company’s growth, which now averages 40 percent per year. With Sage MAS 200 installed and its computer problems in the past, Yamada America was able to make its fourth move in March 1999, to a 40,000-square-foot office and warehouse. “Yamada America couldn’t have made this expansion without Sage MAS 200 in place,” Kameyama raves. “I’m very happy with Sage MAS 200. All my headaches are gone.”

“Within two weeks of my first phone call, Sage MAS 200 was fully installed. It is easy to use and meets our needs in every way. All my headaches are gone”

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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