



Client Profile



The LLB Group Drives Efficiency For Service Champ

Wholesale Distributor Finds A Single-Source Solution

Service Champ is a leading wholesale automotive parts distributor, operating five regional distribution centers that serve customers in all 50 states. Over the company's 25 year history, its customers have come to depend on the company's knowledgeable and responsive staff and same-day order processing. Service Champ maintains its reputation for excellence with help from The LLB Group and Sage MAS 200 ERP.

A Partner Makes the Difference

The company is a long-time Sage MAS 200 user, and began working with The LLB Group nearly a decade ago. Since then, Service Champ and The LLB Group have worked together to roll out a series of customizations to the software that have revolutionized the way Service Champ operates.

"The LLB Group has made a real difference for us," says Marc Berman, president of Service Champ. "There seems to be nothing they can't do with the software. And Sage MAS 200 has enabled us to keep growing while improving our service levels."

Rev-Up Order Processing

"Our main priority is same-day order processing and next-day delivery," explains Berman. "We process an average of 750 orders each day, and with the efficiencies The LLB Group has given us, we have a 99 percent fill rate on those orders."

The key to rapid delivery lies in filling orders



from the warehouse nearest to the customers' location. The LLB Group customized the software to look for the best warehouse based on the ship-to ZIP code and product availability. If an order can only be partially filled from the nearest warehouse, the system looks to the nearest secondary warehouse to see if the balance of the order can ship from there. If so, a second order is automatically created containing just the items to be filled from that location, while the original order is adjusted to contain only the items shipping from the primary warehouse. The order and picking ticket documents are immediately printed at the appropriate location, sent over the company's wide area network (WAN).

Identifying the appropriate warehouse is a tremendous benefit, but The LLB Group took the customization one step further, generating picking tickets that speed warehouse processing. "We may print multiple picking tickets associated with

Client Information:

Service Champ

Headquarters:

Chalfont, Pennsylvania

Industry:

Wholesale Distribution

Web Site:

www.servicechamp.com

Sage Software:

Sage MAS 200 ERP

About The LLB Group

In business since 1984, The LLB Group is an experienced team of information technology professionals. Our clients include more than 450 businesses of all sizes, and across dozens of industries.

Our software consulting division specializes in the Sage Software family of products, including Sage MAS 90 ERP and Sage MAS 200 ERP. As certified Master Developers, we are able to implement source code level changes to the software, allowing us to tailor it to meet specialized and specific needs.

Overall, we offer strong, sound and objective strategies, advanced technologies and the most effective software applications for your business needs. At The LLB Group, our mission is simple: To establish and maintain long term relationships with our clients by providing innovative, quality products and superior customer service.

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each order, based on the product location within our warehouse,” explains Berman. “The warehouses are large, 100,000 square feet, so splitting the picking process into zones enables more than one individual to efficiently gather items needed to fill the order.”

Fast, Accurate Shipping

At the shipping station, items picked for each zone are assembled and packaged for shipping. As the bar-coded tag on the item is scanned, the user is warned if the item does not match an item on the order, ensuring accuracy. Orders missing one or more items are identified so that the warehouse staff can expedite picking, enabling more than 99 percent of the company’s orders to ship complete on the order date.

The software prints a detailed carton label, required by many customers, detailing the contents of each package. To eliminate the need to re-enter customer name and address information, The LLB Group designed an interface between Sage MAS 200 and Service Champ’s FedEx shipping system.

Invoices are printed as PDF documents and sent by e-mail automatically to customers at the end of the day. “It’s a highly efficient system that meets our goal of rapid order turnaround and shipment,” Berman says.

Consolidated Financial Reporting

Service Champ recently purchased a similar enterprise headquartered in Canada. This new subsidiary also runs Sage MAS 200 and an add-on solution which delivers multi-currency capabilities. The senior accountant for Service Champ has complete access to the system, facilitating quick inquiries and detailed reports. At month-end, Service Champ is able to bring the data from both companies together easily for consolidated financial reports.

A Single-Source Provider

Service Champ also engages The LLB Group as its IT support team. “We started with two locations and are now up to five,” Berman says. “The LLB established and maintains our WAN, server, and communications equipment. It works beautifully to have the same team in charge of all aspects of our technology; we get rapid and expert support by a team that understands our business.

“As we’ve grown, The LLB Group has ramped up their services to accommodate us,” concludes Berman. “They are an amazing group and a real partner in our business.”



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