

CASE STUDY:
Marvic Supply Co., Inc.



Coordinating inventory management across multiple locations for maximum efficiency and customer service

Company Profile:

For more than 60 years, Marvic Supply has been the builders' source for exterior materials such as roofing, windows, doors, siding and fencing, among others. The growing family business remains focused on providing excellent customer service.

Challenge:

Marvic Supply's business had three locations that acted independently. Each stocked their own parts and managed their own inventory. Business was good, but President David Smith knew it could be better with a centralized system built for efficiency.

"We were in the process of looking for a new computer system because we were growing," says Smith, who was referred to Munics Information Systems by industry expert Gordon Graham. He followed up. "We had the system endorsement from Gordon Graham and we liked what we saw."

Solution:

Smith signed on with Munics to connect the three locations through software that allowed staff to view all inventory, place orders, schedule transfers and deliveries, and be fully informed about customer preferences and order history.

Gone were the days when each location purchased supplies on an as-needed basis. That method was more costly to the company and, ultimately, the customers.

KEY PRODUCTS IMPLEMENTED BY MUNICS

Step 1:

March 1994: Munics configures its **Basic Business System** software to connect three locations of Marvic Supply Co.

Highlight: Implementation of the **Inventory Management Module** allows staff to quickly assess stock and place transfer orders across multiple branches. If inventory is unavailable in one warehouse, the system automatically creates the necessary intra-company purchase orders and sales orders to create branch transfers. It then ships goods to the customers on time while maintaining inventory reports and all internal and external accounting transactions in real time.

Step 2:

2000-2005: Marvic doubles its operation to six warehouses that are all connected through Munics' Next Generation® software system to provide total coordination and efficiency of processes, reporting and customer service.

Step 3:

2003: Implementation of **Point of Sale** module, which allows for multiple payment types at the counter, and is fully integrated with the system, providing receipts, reconciliation and reports.

Latest Addition:

2007: Installation of the WINGS (Windows In Next Generation Software) version of Next Generation Software. Also, implemented a vendor non-stock database that houses product codes, descriptions, prices and other information for vendor parts, most of which are not stocked by Marvic. These items can be researched and selected during the entry of sales orders where they can be either converted to a stock item or brought into the order as a non-stock item with the item id, description, price and cost provided by the vendor. This solution also answers a common challenge in the building products industry where a part is available from multiple vendors but with different part numbers. This resolution provides a structure for organizing and researching millions of parts at the point of sale locations without having to store millions of parts on the live database. Only the parts they sell get added to the live database on an "as needed" basis.



"Our whole focus is customer service," says Smith, adding that the Munics system markedly improved Marvic's performance through advanced inventory management tools. "Before, we had a lot of extra stuff. Now one person buys 80 percent of our inventory. By having one person do it we can make sure no one buys too much and everyone has enough. It helps us to really service our customers and be more accurate with pricing."

After the initial implementation of the Munics system, Marvic's three locations doubled to six. The scalable software adjusted to the increased business.

"When we added a new location it was relatively easy to bring the new location into the system. They really have helped us to grow," says Smith, noting that daily sales run around 400 to 500 orders of anywhere from one to thousands of items. "We've recommended Munics to people in our business—unsolicited."

Marvic's relationship with Munics continues, and Smith owes this to the people as well as the technology: "They have some nice continuity and the majority of people we deal with have been the same. We still have access to the owners of the company, which I like."

Bottom Line:

"We've been able to have a more consistent and reliable inventory situation. It keeps our inventory levels at a better level to service our customers."

—David Smith, President, Marvic Supply Co., Inc.