



Power Bolt and Tool: A Small Company Soars

When a small company makes a big purchase, they want to be certain they're doing the right thing. As was the case with Power Bolt and Tool when they bought Eclipse. But, with the economy in an unexpected slump, and the system not working to its fullest capacity, their confidence crashed. When Zerion came to them with the idea of an E.Z. Support program, it proved to be all the company needed to re-gain its flight, and its belief in Eclipse.

OVERVIEW

Company: Power Bolt and Tool, Inc.

Headquarters: Fort Myers, FL

Locations: 1

In Business Since: 2004

Industry: Wholesale distribution

Products: Fasteners and tools

Employees: 8

Project Type: Ongoing Eclipse support

Goals: To fix some key issues with their Eclipse set-up and find a true business partner for ongoing support

Challenges: A depressed economy and an owner facing a large learning curve with new software

Takeaway: Small companies can afford consulting, too. And, they often benefit from it more than anyone.

"Zerion is our Eclipse pilot. I know I bought good software and now I've got the best consultant for that software working for me."

**Lane Garrett,
Owner**

SUCCESS STORY

In 2004, Lane Garrett was looking for an opportunity to provide better service to his customers (contractors needing fasteners and tools). After fifteen years with his prior company, he decided to take a leap of faith and open the doors of his own wholesale distribution business: Power Bolt and Tool in Fort Myers, Florida.

The business quickly became successful, and things were moving

along well; but, the company's ability to manage inventory was creating a logistical challenge and impacting efficiency. Power Bolt and Tool was running a version of Quicken called Wholesale Distributor, which wasn't designed for such a large-scale operation. It was the source of many of their problems, including tracking back orders and handling freight. However, they'd heard horror stories regarding implementation, so were hesitant to convert to a new system.

In 2006, Lane hired a consulting firm to help the company choose the right system. If he was going to go through with the process, he was sure he only wanted to do it once.

Customer Success Story

To hear more about Lane's experience, call him at 239.768.9028. Or, contact Zerion at 877.872.1726.

After a year of task forces, discussions and analysis, Power Bolt and Tool chose Activant's Eclipse software. Lane was confident in his decision. "The system is more capable than anything I could describe in one aspect," he said. "We knew beyond a shadow of a doubt that we bought the right program."

"We bought a Boeing 747 and all we had prior was a single engine piper cub."

It wasn't long, though, before Lane started to waiver in his certainty. The conversion process took over a year. During that time, the economy crashed and sales were falling rapidly. He said, "By the time we went live, we were already eighteen months into the recession. I realized the impact that I was hoping Eclipse would have on a growing business was going to be very hard to extract." He added, "We realized we could still be getting around in our piper cub okay, and we didn't need the 747 parked out there."

Not only was Lane concerned about his smaller business running on an expensive software program; but, he also didn't feel as though the system was working to its fullest capacity. "When we went live, we couldn't make sense out of a lot of things. Accounting reports, balance sheets and profit and loss statements were filled with unfamiliar terminology [defaults] and things were out of place in the reports. It was quite confusing and very difficult for me to get a handle on everything, especially where freight costs were concerned."

Lane had heard about Zerion through his involvement in the Eclipse Users Group. He reached out to the firm's Vice President, Tony King; but, he was hesitant to utilize him. "I knew there was a lot wrong. I knew I needed some consulting," said Lane. "But, I kept putting Tony off because I didn't want to get into a full-blown consulting program and spend thousands of dollars."



After six months of talking, Tony and Lane came up with an idea: If Tony could fill gaps in Zerion's training and conversion schedule with support work for small companies like Power Bolt and Tool, he might be able to offer them services at a lower rate. He could be primarily available via telephone and email for Eclipse how-to help; then, focus on a few projects with in-person visits. Tony realized that this could be offered even more inexpensively if companies purchased time in banks of hours pro-rated as a monthly fee over the course of a year. Thus, the E.Z. Support Program was born ... designed to make **Eclipse Easier** for you and your team with ongoing remote support from **Zerion!**

Almost immediately, the relationship was off and running and Tony signed a confidentiality agreement so that Zerion's consultants could access Power Bolt and Tool's system.

First, Tony reorganized accounting reports by fixing system templates, such as the balance sheet, and profit and loss statements. Tony insured the right nomenclature was used, and that items were grouped together properly. Lane noted, "The way it was set up was very cumbersome. A lot of the account names were unrecognizable because of mapping over. Frankly, I couldn't use the reports until Tony fixed them." He added, "It took an entire day; but we got through it, and at the end it was just absolutely, incredibly wonderful."

"I can read my reports with absolute clarity. Now I have real insight into what's going on in my business."

The second problem Power Bolt and Tool needed addressed was inventory. Using the mass load program, Tony moved the company's stocking items into the primary index look-up system. He also moved all of the non-stock items into the catalog index, which makes look-up easier. "We have about 200,000 items in there and it was very hard to look them up because they were all combined into one index. We had to search a long list of items and scroll quite a ways to find what we were looking for. And, even then, it was very difficult," remarked Lane. He added, "After Tony straightened it out, we were able to find our stock items and non-stocking items very quickly. It freed up a huge amount of time at the order desk, and for other tasks centered around inventory."

Yet another challenge that Power Bolt and Tool faced was with freight. Before Zerion's help, the company couldn't accurately pass along freight charges to customers. Lane said, "I knew this was a source of lost revenue. Freight is a big issue in our business."

"We were missing an extra profit opportunity with freight. Tony got us correct and helped us re-coup those dollars."

Aside from projects and system set-up adjustments, Zerion is now Power Bolt and Tool's primary Eclipse support partner. It's made a big impact on the company's efficiency. "If we have a [Eclipse] question, we call Tony. Zerion is the first place we turn for help desk support."

Lane feels Zerion goes beyond technical knowledge by providing answers in terms that are understandable, while relating to the business side of things. He said, "The difference between Tony and most of the people in that world is that Tony is an extremely smart technical guy; but, he also understands business models and principals, profit and loss structure, and the kinds of problems that we deal with on every level. He's the one who can bridge that gap. It's a remarkable thing."

"As soon as Tony stepped onboard, I knew we'd made the right decision. I knew that Eclipse would work for us, and my confidence was totally restored. We could do everything we dreamed. Now we could fly our Boeing 747."



He also noted, "I feel like Tony's an employee of this company. From an executive management level, he understands the issues of our business and can translate that into the adjustments that are needed with the software to make it all work correctly."

After just a short time working with Zerion, Lane's belief in his software choice was reassured. "Tony is what made it all come together. It's what renewed and restored my confidence in my decision. We now have someone who can understand it and explain it in plain English at a cost we can afford. We're living large now because we've got a real Eclipse pilot on board."

He added, "After we got the system straightened out, with the help of Tony, I was able to start seeing what was going on and make proper management decisions to change things, and make better profit due to better vision. "

As the economy starts to improve, and with his software now working the way it was designed to, Lane's confidence in the future is quickly improving. "It just gave me a whole new freedom to operate my business as a manager without having to worry who can be the guru. Tony's an integral part of our business and it's making all of the

difference right now. We're poised to start doing some new things with Eclipse; and, Tony's right here in the pilot seat. We're able to look at our business in a much clearer way and control the recession effects on our business."

Thanks to Zerion's help, and a collaborative idea to make consulting services available to smaller Eclipse customers, Lane knows his flight is on the right path and his business can soar to new heights.

"Now I know that we're not going to have a problem understanding or interpreting our business functions through Eclipse. We've got somebody who has the answers."