

## CUSTOMER SUCCESS STORY

# TeamKBS Stitches Things Up for The Leather Collection

With over half a million square feet of leather available in more than 300 different colors, The Leather Collection has been a worldwide supplier of leather products to the furniture and aviation industries for almost three decades.

### Old System Beginning to Fade

Like many companies, The Leather Collection started as a small business using Peachtree accounting software. In the mid-90's, changes in market and economic conditions presented both challenges and opportunities. DeLane Leatherman, co-owner, recalls, "We used to manufacture and finish leather here at our facility, but as the market changed, we made a strategic decision to eliminate the manufacturing process and become a pure distributor and source our leather from overseas suppliers. We also introduced a service component that helped add value to our product offering." This move also allowed them to carry a wider variety of leather to serve a broader customer base. While The Leather Collection was quickly adapting, their accounting software wasn't keeping pace. As the database of customers grew and inventory expanded, the system slowed to a crawl and it became evident that they were outgrowing Peachtree.

### A Winning Combination

The Leather Collection was confident that the right software paired with the right consultants would be a winning combination. Their greatest concerns were training their employees and implementing a new system while minimizing interruptions to operations. DeLane selected Sage Software's MAS90 ERP system and Keystone Business Solutions for the implementation.



### New System is Smooth as Leather

Today, DeLane is delighted with MAS90, a software solution that delivers efficiency and benefits all departments across the company. She states, "Every aspect of our business has improved from operations to financials. In particular, the ability to track order status and quickly address customer inquiries has paid immediate dividends." Previously when customers called to inquire about orders, Customer Service had to locate physical documents, find the stock in the warehouse, contact UPS and then call the customer back later that day. Now they simply enter the order or customer number into the system and the status is quickly displayed on-screen. "Needless to say, our ability to provide answers within minutes, not hours or days, has greatly improved customer satisfaction." In addition, The Leather Collection leverages the Business Alerts module which

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## The Leather Collection

### Company Profile

#### Type of Business

Wholesale Leather  
Distributor

#### Headquarters

Hickory, North Carolina

#### Other Information

1 Main Warehouse

2 Satellite Facilities

25 Employees

Worldwide Supplier

### System Profile

#### Sage MAS 90

- Inventory Management
- Bill of Materials
- Return Merchandise Authorization
- Sales Order Processing
- Starship Automated Shipping Management
- Purchase Order Processing
- General Ledger
- Accounts Payable
- Accounts Receivable
- Business Alerts
- Paperless Office
- FRx Financial Reports

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- DeLane Leatherman  
Co-Owner

uses their email system to automatically send an order acknowledgement and shipping notification to keep their customers proactively informed about the status of their order, resulting in fewer inbound customer calls.

DeLane also relies heavily on MAS90 reports to evaluate inventory cycles and customer purchase history to assist with decisions about warehouse stocking levels. She states, “With longer lead times from overseas suppliers, it’s particularly important to anticipate our customers’ needs based on their purchase history and to ensure that we have enough inventory on-hand to fill and ship orders quickly without overstocking our warehouse.” In addition, Keystone Business Solutions helped The Leather Collection track inventory movement between warehouses, improving visibility of operations at their satellite facility in Mexico. DeLane adds, “By leveraging the tools and technology available within MAS90, we’ve been able to achieve greater profitability. In particular, we’ve come to rely on the Business Insights Dashboard for important business metrics and quick identification of situation requiring immediate attention.”

#### **“Huge Savings” with TeamKBS**

Turning her attention to Keystone Business Solutions, DeLane states, “The consultants are intelligent, enthusiastic and help us make sense of complex technology available to improve our

business. TeamKBS provides more than just a box of software ... they are truly our business and technology partners.” Leveraging experience, best practices and an extensive background in inventory control and accounting, TeamKBS thoroughly trained The Leather Collection’s staff to efficiently close the books and bring financial statement generation in-house. DeLane states, “Previously, when we outsourced our financial statements to an accounting firm it took 3 months before we’d see the finished product. But with the help of TeamKBS, we brought the process in-house and reduced the time to generate financial statements from 3 months to 1.” What’s more, The Leather Collection frequently incurred late filing penalties which have now been eliminated resulting in what DeLane describes as “Huge Savings.” She adds, “We could have bought any system we wanted. There were several that would have done just fine. But without the guidance, education, training and expertise of Keystone Business Solutions, we wouldn’t have been successful.”

#### **Looking to the Future**

The Leather Collection has plans for many new technology initiatives in the near future including implementation of “Paperless Office” and Radio Frequency Identification (RFID) in the warehouse. In closing DeLane states, “If you aren’t continuously looking to improve and adapt, opportunity will pass you by.”



#### **About Keystone Business Solutions**

Helping our clients succeed in their business is a key business objective for our firm. Our focus is to help people and organizations achieve goals important to them. We strive to create long-term client relationships that extend far beyond the implementation of a business management system. Many of our long-term clients consider us extended team members and invite us to participate in many projects after the initial software implementation.