

Sage 100 Services

Durham Pump goes paperless with Sage 100

Industry

Irrigation Services

Client Name

Durham Pump

Locations

Durham, CA

System

Sage 100

Challenge

Durham Pump was looking for an automated system that would allow them to move away from manual business processes.

Solution

RKL eSolutions implemented Sage 100 with the Business Insights Module at Durham Pump to provide them with custom reports and trackable business elements.

Results

Durham Pump has been able to leverage their business information in a way that they weren't able to before, tracking orders and eliminating outdated manual procedures.

Durham Pump & Irrigation is an agricultural irrigation contracting company in the Northern Sacramento Valley of California. Durham Pump provides engineering design and installation of agricultural irrigation systems along with agricultural and commercial pumping systems. Durham Pump also repairs and rebuilds irrigation equipment. They operate on a 5-acre facility and 10,000 sq. ft. warehouse. The warehouse is home to an extensive inventory of over 3,000 distinct items, ranging from irrigation pipe, replacement parts, hardware to other supplies.

Operating on Dated Systems

Durham Pump had been using an out-of-date, proprietary enterprise resource planning (ERP) package for 18 years. The old system was hard to use, unstable (system crashes and data corruption), and lacked enhanced functionality. Carbon copy invoicing was also an extremely manual and time consuming process that generated massive paper trails.

The need for advanced reporting functionality was key to a new solution for Durham Pump; to eliminate manual processes and give them proper tools to quickly and easily find customer information. They also needed a system that would enable them to "go paperless" and incorporate electronic signatures.

The Solution

RKL eSolutions worked with the team at Durham Pump to analyze their business structure and needs and recommend the Sage 100 solution. Sage 100's proprietary inventory management system would allow Durham Pump to easily track parts and

“ RKL has helped us get 'unstuck' and look at our business a different way. This has helped us move forward and be more efficient by better leveraging the information within our business. ”

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supply chain while the integrated financial planner would assist their finance team in managing invoices digitally. The RKL eSolutions team implemented and optimized the system to fit Durham Pump's requirements.

Results

Durham Pump was able to manage and track their business functions through their newly organized system. Additionally Durham Pump was able to get even further information out of the system with the Business Insights module. Using Business Insights, the client quickly customized reports to significantly improve data presentation/analysis for faster and more insightful reporting. By implementing signature pad processing at their counters (point of sale), the client achieved a new level of paperless office.

The Benefits

By working diligently with Durham Pump to identify needs carefully balanced with their team and financial abilities; RKL played a key role in expanding Durham Pump's ERP capabilities. Sage 100 allowed Durham Pump to stay within budget, while giving them the ability to continuously improve their business processes.

Through the paperless office environment, created via use of system features and the implementation of signature pad processing; Durham Pump is actively saving time, money, and storage space, all while having better accessibility to data.



About RKL eSolutions

Since 2002, RKL eSolutions has helped growing companies maximize their technology resources and investment. Over the years, we have helped hundreds of small and medium sized businesses as their strategic business partner. We specialize in the needs of Entertainment, Software & SaaS, Professional Services, Manufacturing, and Non Profit organizations. Our experienced consultants have a passion for making every facet of your business successful and are intent on building a long-term relationship with every client.

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