

# Sage ERP X3 | Case Study

## Sligh Furniture Boosts Productivity with Enhanced Integration

### Background

Founded in 1880, Sligh Furniture Co. is a family-owned furniture supplier located in Holland, MI. Now under fourth-generation Sligh family management, the company distributes and markets high-end home office, home entertainment and home furniture. Sligh products have earned four first place awards in the American Society of Furniture Designers' Pinnacle Awards program and have been among the finalists every year since the program's inception in 1996.

### System Evaluation

When Sligh Furniture changed its business model from manufacturing to being a pure importer, it needed an enterprise solution that offered strong distribution functionality. At the same time, the company was reorganizing its activities. With fewer employees managing more responsibilities, operations had to be more streamlined than ever, and having a single source of information, providing data in real time, was critical to this objective.

"It was important to us to have a fully integrated system," said Rick Albertie, Systems Manager for Sligh Furniture. "Our proprietary accounting system was disconnected, with many manual entries based on reports created by different parts of the organization. It took several days to complete the month-end closing." He added, "We also wanted a system that would function seamlessly with Microsoft Office applications."

The company solicited the assistance of consulting firm Plante & Moran to provide guidance during the selection process. The consultants helped define Sligh's needs and developed a list of 15 potential software options. After viewing demos from four vendors, Sligh selected the Sage ERP X3 Distribution suite, which integrates in-depth functionalities to cover the entire distribution process, including Sales and Customer Relationship Management, Inventory Management, Purchasing, Financial Management and Business Intelligence.

"We saw Sage ERP X3 as the best fit," said Mike Schermer, Director of Supply Chain for Sligh Furniture. He added, "Not only because the software was a good functional fit in helping us increase productivity and improve customer service levels, but also because we were very comfortable with the Sage ERP X3 sales and implementation teams. Each person involved in our selection felt they were credible and believable."

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- Mike Schermer  
Director of Supply Chain  
Sligh Furniture

*(continued)*



## The Implementation

While Sage ERP X3's standard functionality could support Sligh's business operations, it was necessary to adapt the software to better meet one of the company's specific needs. Sligh uses a complicated available to promise calculation to make sure that the company can provide an accurate delivery date for sales orders. The expected ship date of a sales order can vary based on product availability, which can be affected by purchase order due date changes, order cancellations and adjustments to on-hand stock or sales order priority. When the availability of a product changes, the expected ship dates on sales order lines for that product need to be adjusted.

The Sage ERP X3 services team customized Sage ERP X3 to adjust the expected delivery date on a sales order based on product availability dynamic changes. The availability of a product is based on what is in inventory in a specific warehouse as well as on the amount of product estimated to arrive at a warehouse via purchase orders. The customization also takes into account the shipping priority of the sales orders, ensuring that the orders with the highest priority are handled first.

Another feature of this customization deals with "ship complete" orders – sales orders where all of the products on the order need to be shipped together. The customization scans all the products on the sales order and makes the expected delivery date of the entire sales order equal to the date of the product that will be available at the latest time.

Sage ERP X3 is provided with a powerful 4GL Integrated Development Engine (IDE), which enabled the implementation team to rapidly customize the system to Sligh's unique needs, while keeping the core application and source code safe when standard updates are applied. Also, the system's unique architecture ensures that Sligh's customization will remain safe during a future system upgrade.

## Results

According to Albertie, "Sage ERP X3's integrated functionality has definitely helped streamline our operations." The company has seen a large reduction in the amount of manual, paper-based processes, and reduced month end closings by two days. Schermer states, "Our productivity has certainly improved. For example, now we can simply point and click to generate a purchase receipt. It takes a few seconds instead of minutes."

As Sage ERP X3 consolidates data into one common database, information is now easily accessible by all users and, thanks to user-friendly forward/backward audit trail functionality, coupled with the powerful User Portal and Dashboards, the reliance on IT staff to find and analyze the information has been reduced. In fact, according to Schermer, Sligh is positioned to grow into other markets without adding additional IT resources.

Said Schermer, "We're very happy with our Sage ERP X3 system. We're planning to upgrade to the latest version soon."

**Headquarters**  
Holland, MI

**Industry**  
Distributor of home office, home entertainment and home furniture

**Revenue**  
\$6 million

**Employees**  
100

**Sage ERP X3 Licenses**  
20