

MAS 90

CUSTOMER

Bell & Howell

Imaging Components Division
www.bellhowell.com

CORPORATE PROFILE

Headquarters

Lincolnwood, Illinois

Type of Business

Manufacturer of high-speed
production scanning equipment

Number of Locations

Three

Number of Employees

125

SYSTEM PROFILE

Computer System

- IBM PC compatibles
- Microsoft Windows NT
Terminal Server Edition
with Citrix MetaFrame

MAS 90 Modules in Operation

- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- Bill of Materials
- Crystal Reports
- General Ledger
- Inventory Management
- Material Requirements Planning
- Purchase Order
- Sales Order

Bell & Howell Wins with MAS 90 and Citrix

Major law firms, big banks and government agencies worldwide assign entire departments to the task of scanning and recording documents. They rely on industrial-strength, ultra-fast scanners to transform information on paper into digital images. Once digitized, data is easier to store, access and manipulate. Data integrity is preserved over time with greater security controls.

One of the nation's preeminent manufacturers of these turbo-charged scanners is the Imaging Components (IC) division of Bell & Howell, a global leader in information solutions and services. Setting the industry standard for both performance and reliability, their scanners process up to 125 double-sided pages per minute.

Obstacles Slow Operations

Maintaining its competitive edge is no easy task for Bell & Howell's IC division, especially given the speed at which the computer peripheral industry moves. In addition to constant product innovation, the division requires instant access to



customer accounts, sales order, inventory balance and product cost information. In 1997, their cumbersome database began to slow them down. They were hit with rampant system problems, high maintenance costs and limited data accessibility. To make matters worse, the IC group was running two entirely separate systems — one for purchasing, manufacturing and general ledger, and the other for sales, shipping, inventory management and accounts receivable.

"The old setup was a big debacle," says Tom Serena, controller for the IC division.

CHALLENGE

Obtain a powerful, reliable, easy to use system with complete integration of business processes.

SOLUTION

MAS 90 and Citrix.

RESULTS

Seamless data flow; Integration of business processes; Expansions in business without increase in staff; Improvements in overall job performance; Enhanced speed and quality of manufacturing; Better customer service.

“With MAS 90 on Citrix we’ve expanded without increasing staff. Quality and speed of manufacturing are enhanced. And customers receive more personal attention.”

*Tom Serena
Controller
Imaging Components Division
Bell & Howell*

“We were wasting way too much time hunting for data. We needed a system that was powerful and easy to use, so we could do a better job understanding and solving customer needs.”

All Systems Go

The IC division wanted an off-the-shelf, fully integrated system that they could implement quickly. They found MAS 90 on a Citrix MetaFrame platform. They chose MAS 90 because of its ease of use, low maintenance requirements, large install base and favorable ratings. It took less than a day per module to train the IC division on MAS 90.

“We are extremely happy with MAS 90 on Citrix,” Serena comments. “Citrix allows us to run MAS 90 on one server. So instead of upgrading the hardware and software at each individual workstation, we simply update one box. Also, MAS 90 on Citrix is extremely solid; it doesn’t crash or freeze on us.” Thus the IC division is able to minimize overall costs and maintain centralized system administration.

Scanners are assembled in two large manufacturing facilities. Since each scanner contains hundreds of components, ordering and manufacturing accuracy is critical. The end-to-end integration of MAS 90’s purchasing, manufacturing, and inventory control systems has proved to be a big boon.

After orders are input, the Material Requirements Planning (MRP) module coordinates with Bill of Materials and Inventory Management so that parts are available as needed. Previously these tasks were performed off-line and errors and omissions were frequent. Now, with MAS 90, real-time information is available throughout the company, for better management and strategic planning at every level.

MAS 90 also features Open Database Connectivity (ODBC), which enables information to be pulled directly from the MAS 90 data tables and delivered to Microsoft Excel or Access. Using this option, the IC division can quickly turn raw data into business insights.

“With MAS 90 on Citrix we’ve expanded our business without increasing staff,” Serena observes. “Jobs are easier to perform. Quality and speed of manufacturing are enhanced. And customers receive more personal attention. These are all prime indicators of success, which will help keep us at the forefront of our industry.”



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