

High-End Home Furnisher, Tapestries Ltd., Weaves Success with Sage MAS 200 and Oates & Company

Tapestries have donned the walls of European castles for centuries. Their presence creates a sophisticated elegance that has continued to present day with the help of Tapestries Ltd. For more than three decades, Tapestries Ltd. has made available finely-woven tapestries from mills in France and Belgium to high-end retailers throughout North America, the Middle East and South America. In recent years, Tapestries Ltd. has branched out into other areas of home décor including bedding and decorative accessories as well as adding a line of moderately-priced tapestries.

An Antiquated System

Anticipating growth, Alan Dvoskin, vice president of marketing and IT, knew the current inventory and accounting system was antiquated. “We had a proprietary system written by a local company. The system was very old and it did not take advantage of new technologies,” reflects Alan. “The other problem we had was that any time we wanted a change or even a report, they would have to program it. This was time consuming and cumbersome. It promoted a lot of downtime and inefficiencies in our company. We knew this system would not take us very far into the future.”

Alan started searching for a new solution. He found Sage MAS 200 through a recommendation and was referred to Oates & Company. “When I first met with Oates & Company I told them that we just invested in scanners that we used to take orders at trade shows. We wanted to be sure that whatever solution we selected would work with the scanners,” said Alan. Oates & Company asked for a sample file and tested it before they went any farther. “This completely put my mind at ease that they would recommend a solution that was right for us and use equipment that we already owned,” said Alan. “It was clear during the discovery process that Oates & Company knew a lot about the



software and how to make it work for a business in our industry.” But what clinched it for Alan was the quality of the references provided to him by Oates & Company. “The other clients I talked to raved about the quality of Oates & Company’s support.”

Streamlined Order Processing

“Almost 20% of all our orders are taken at trade shows,” said Alan. “We had to have a system that captured what the buyer wanted to purchase quickly. When buyers are at market they are in a hurry. They only have a limited amount of time and we wanted to be sure that they were able to get in and out as quickly as possible.” Oates & Company wrote an import to take batched orders from the scanners used at market and upload the orders into Sage MAS 200. This reduced the time it takes to process trade show orders from several hours to 10 minutes. It also reduces data entry errors as the information is not being rekeyed. Most importantly, buyers are able to make purchases quickly and efficiently.

Tapestries, Ltd.

Industry

Home Furnishing

Software

Sage MAS 200

Benefits of Partnering with Oates & Company

- Improved buyer ordering process at trade shows
- Customized details to make better business decisions
- Integrated shipping system yields improved customer satisfaction
- Facilitated growth
- Provides a complete solution



Oates & Company

An Oates & Company Client Case Study

Tapestries, Ltd.

“Another great thing about Oates & Company is the low turnover they have. Their employees have all been there a long time and everyone is familiar with our system. This makes it so easy to work with them. I can call anyone and talk to them about what we are trying to do and they are able to help us.”

—Alan Dvoskin, Vice President Marketing and IT Tapestries, Ltd.

“We are constantly receiving new merchandise,” said Alan. “With Sage MAS 200, I can easily customize a bar code label with all the information that a customer needs about the item, tag the item and get it to the showroom floor.” Being able to get merchandise on to the showroom floor quickly facilitates getting the merchandise into the hands of the buyers.

Tapestries Ltd. also sells a variety of sets of products such as complete bedding ensembles or finial sets that are used to hang tapestries. Oates & Company helped set these items up in Bill of Materials to be sold as a kit. At the trade shows, Tapestries Ltd. is able to scan just one bar code for the whole kit instead of each individual component, again streamlining the process to facilitate the buyer’s purchasing. “There is also a psychological aspect to this. For whatever reason, people feel better about buying just one item instead of all the individual components,” said Alan.

Tracking Details

Oates & Company customized Tapestries Ltd. system further with the addition of user-defined fields. “We are able to track which orders came from which shows so we can measure the success of the shows we participate in. We can customize customer mailings with this information too,” said Alan.

Tapestries Ltd. products are represented by more than 50 salespeople across the country working with the three separate lines. “Calculating commissions for the reps has been very time consuming. Oates & Company helped us with setting up commission reports that makes the process much easier. We are able to pay straight commissions, split commissions, shared commissions across multiple territories, just about any configuration that comes up.”

Tapestries Ltd. produces a full-color catalog used to display their products in environmental settings with coordinating accessories that complement each tapestry. Using another user-defined field, Tapestries Ltd. is able to track which customers have copies of the catalogs. “This has made our customer service a lot better,” said Alan.

Improved Customer Service with Integrated Shipping

Oates & Company has also helped make improvements in Tapestries Ltd. shipping area. Using the integrated shipping system, StarShip, Oates & Company was able to dramatically reduce the time it takes to process orders each day and improve customer service. “We typically ship 20 orders a day,” said Alan. “The integration between Sage MAS 200 and the shipping system allows us to save at least an hour a day, not to mention reduce data entry errors.” StarShip writes back shipping information to Sage MAS 200. “Our customer service people love the information they have access to at their fingertips. If a customer calls looking for their order they can easily give them the information they need. Before they would have to go out to the warehouse and look through a bunch of paperwork and call the customer back, this way, it is all right there.”

Growth Enabled

“At the time we purchased Sage MAS 200 we did not know that we would be adding two more companies. Sage MAS 200 makes it easy to set up the additional companies and copy details over from the current company,” said Alan.

Tapestries Ltd. utilizes Oates & Company for hardware set up and maintenance. “This has been great for us,” said Alan. “We only have to work with one company for all of our needs.”

“What I have most appreciated about Oates & Company is that they always put forth great effort to solve whatever problems we have,” said Alan. Alan also has attended Oates & Company’s annual conference, Carolina Visions. “It is great to talk to other people who use Sage MAS 200.”

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