

CUSTOMER SUCCESS



## Hydro Tek Systems “Cleans Fast and Outlasts” With Sage MAS 90

When John Koen first used a pressure washer in 1976, most people had never heard of the equipment. Koen, however, envisioned a way to improve pressure washing technology. His employer wasn’t interested, so Koen launched Hydro Tek, starting production with one employee and a 1,200 sq. ft. warehouse. The firm now manufactures about 60 different models of hot, cold, and steam pressure washers.

For years, Hydro Tek used separate financial and manufacturing systems to manage its business. The two systems did not integrate and required distinct databases. “We were really frustrated, and spent months searching for a replacement,” says Paul Medema, IT manager. “We selected Sage MAS 90 ERP because of its seamless integration, impressive installed base, ability to support up to 99 levels of subassemblies, scalability for the future, and an excellent reseller nearby.”

### Comprehensive Solution

Sage MAS 90 provides end-to-end automation for Hydro Tek’s business systems. “From paying vendors and sending out invoices to managing inventory, printing pick tickets, tracking returns, and generating financial reports—Sage MAS 90 does it all,” Medema notes. “The only other software the company needs are a word processor and spreadsheet.”

The Sage MAS 90 Work Order module assigns machines to sales orders, so workers on the floor know the purchaser for every machine they build. The system tracks data on serial numbers, distributors, and customers for exceptional quality control. “Now anyone can look at a single screen and view real-time inventory,” says Medema. “This means that our sales people know exactly what stock is available for sale. By making us more efficient, Sage MAS 90 has helped increase inventory turns by about 15 percent.”

### Updates with Alerts

The Business Alerts module automatically informs managers when customers meet sales thresholds and qualify for tiered discounts, when new accounts are added to the system, or when especially large sales orders merit special attention. “Alerts is wonderful, because it keeps everyone completely up to date. We’ve only scratched the surface of what it can do for us,” Medema says.

**Customer:**

**Hydro Tek Systems, Inc.**

**Industry:**

Pressure washer manufacturer

**Location:**

Redlands, California

**Number of Locations:** One

**Number of Employees:** 55

**System:**

**Sage MAS 90**

- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- General Ledger
- Inventory Management
- Purchase Order
- Return Merchandise Authorization (RMA)
- Sales Order
- Work Order
- Business Alerts
- Bill of Materials
- Visual Integrator
- Custom Office

**CHALLENGE**

Stand-alone financial and manufacturing systems delayed production, frustrated staff, required ongoing technical support, and hampered growth.

**SOLUTION**

Sage MAS 90 with fully integrated financial and manufacturing modules provides a single company-wide database, multiple levels in bill of materials, and real-time inventory.

**RESULTS**

Same-day shipping rate has jumped from 75% to 95%, inventory turns increased by 15%, shipping process reduced from three steps to two, 75% of customer inquiries answered without return calls.

Hydro Tek gets good use out of the Sage MAS 90 RMA module for managing returned merchandise. “By replacing a paper tracking system with automation, we can issue credits more accurately and spot trends as they are occurring,” says Medema. “It gives us a better handle on the real costs of each warranty program.”

### Superior Shipping

Another area of improvement is shipping. “Sage MAS 90 has cut our shipping process from three steps to two,” Medema says. “Instead of writing shipping data on paper and entering it by hand for invoicing, now our accounting people just hit a print button. As a result, our same-day shipping success rates have skyrocketed from 75 percent to over 95 percent.”

Sage MAS 90 has achieved one of the primary goals of the conversion—improved customer satisfaction. “We can answer warranty questions with customers on the phone, and determine the status of credits and returns. Sage MAS 90 has eliminated 75 percent of the instances where we had to call customers back with answers, which makes our customers very happy,” Medema says.

Hydro Tek found that migrating data to Sage MAS 90 was much easier than a version upgrade on their old software. “I’ve gone through four major software implementations in my career, and Sage MAS 90 was the smoothest by far,” says Medema. “In fact, when we went live with Sage MAS 90, we wondered how we ever managed without it. It’s good to know that as we continue to grow, we can move up within the Sage Software family of products.”

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## ABOUT SAGE SOFTWARE

Sage Software supports the needs, challenges, and dreams of more than 2.7 million small and mid-sized business customers in North America through easy-to-use, scalable, and customizable software and services. Our products help manage a complete range of business functions including: accounting, operations, customer relationship management, human resources, time tracking, merchant services and the specialized needs of the construction, distribution, healthcare, manufacturing, nonprofit, and real estate industries.

