

Rundle-Spence Chooses MITS For Reliable, Easy-To-Use Paperless Reporting & Business Intelligence



Rundle-Spence, a full-service plumbing, heating, and industrial supply distributor and fabrication shop, has provided quality products and services to its customers since 1871. The company's success over the years has been rooted in a deep-seated commitment to better service and better value, a pledge that has been backed up with a wide range of time-saving innovations on behalf of customers, partners, and employees.

A number of years ago, it became clear to President David Spence that the company needed a better way to get information out of its operational system Eclipse. It was time consuming and cumbersome to run reports in Eclipse, and the options for distributing this information to managers and the outside sales force were unacceptable. According to David, "emailing Eclipse reports and spreadsheets or distributing paper reports didn't work for our distributed sales force. We needed a standard way of quickly getting paperless reports into the hands of the staff that needed them most."

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Before implementing the MITS reporting and business intelligence solution, Rundle-Spence spent a couple of years using a competitive product that was offered on a subscription basis. This experience really helped David understand what his company needed to be successful: canned reports, an easy-to-use interface, and solution reliability.

"Adoption suffered because the first product we used didn't perform as we had expected," said David. "It didn't include canned reports so employees had to create them from scratch. Unfortunately the learning curve associated with using the software was steep. Combine that with the three separate processes across two different servers required for nightly updates and it's plain to see there are too many variables to make this solution reliable."

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Before switching to a new reporting and BI product, David asked a committee of Rundle-Spence managers and sales people to sit through back-to-back demos and evaluate the competitive product against MITS Distributor Analytics. According to David, "it was unanimous—the entire committee voted

for MITS, a solution we had in the back of our mind for years.”

“From product reliability to ease of use and pre-configured reports, everything MITS promised during the evaluation process has been delivered,” said David.

“Because MITS runs on a Linux or Unix server and resides in the Universe database along with Eclipse, we are getting great product performance and exceptional reliability. Plus, the administration module is spectacular—as clean and reliable as the tool itself.”

“Implementing enterprise software is complex but with a partner like MITS, you know you won’t have to pay for anything until you are installed and satisfied that the product is working as promised during the sales process.”

All Rundle-Spence managers, plus purchasing and the outside sales team, are using MITS today. “Our staff has been able to dive right into MITS to get the reports they need, whenever they need them,” said David. “Many of the reports we needed came pre-built and ready to run or drill down into. Plus reports that are emailed or printed are formatted nicely, with no need to tweak the file to get it to print right. It seems like MITS Distributor Analytics has been thoroughly thought out, from top to bottom, for ease of use.”

The sales team uses MITS to identify products that are down in sales, as well as areas where complementary products could be sold. Purchasing uses MITS to track dead stock and slow moving items. By running a filter to show everything that hasn’t sold in 2 years and not committed to a sale or purchase order, Rundle-Spence can confidently identify what is truly dead stock, make a plan to get it out of their warehouses, and prevent this from happening again in the future.

“MITS’ GMROI [Gross Margin Return on Investment] reports are great—we use them daily as well as monthly when our asset committee meets to discuss low turning items,” said David. “I also use the customer and writer scorecards frequently to do things like identify low profit areas and trends in sales and units. MITS helps us quickly and easily identify areas of concern so we can focus our resources on solving the operational problems we’ve identified across the company.”

“Implementing enterprise software is complex but with a partner like MITS, you know you won’t have to pay for anything until you are installed and satisfied that the product is working as promised during the sales process,” said David. “MITS Distributor Analytics is a great product. I have recommended it to several other companies, and plan to roll it out to additional areas of our company.”

About MITS

MITS helps hundreds of distributors and manufacturers leverage the data in their ERP and other business systems to make better decisions, every day and at every level of their organization. Established in 1996, MITS’ interactive reporting and business intelligence software combines industry best practices with the flexibility to meet the unique needs of every customer. From standard to custom reports, dashboards and scorecards, MITS drives sales growth, profitability, and operational efficiency for competitive advantage.

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