



CASE STUDY

FROM STRUGGLES TO SOLUTIONS:

RLS LOGISTICS' SUCCESS STORY IN
TRANSITIONING BACK TO
SAGE INTACCT





COMPANY OVERVIEW

Headquartered in New Jersey, RLS Logistics is a premier family-owned third-party logistics company specializing in temperature-controlled logistics. With over 50 years of industry experience, RLS Logistics has emerged as a trusted partner for customers relying on the company's skilled management of complex temperature-controlled supply chains.

With a nationwide presence and a wide range of integrated or stand-alone solutions, RLS has the flexibility to customize every solution to meet the specific needs of its customers.

RLS boasts a list of comprehensive services include nationwide transportation, cold storage warehousing, cross-docking, and direct-to-consumer fulfillment solutions.

A collage of business charts and a keyboard. The charts include a line graph with months on the x-axis, a donut chart, a bar chart with percentages, and a radar chart with numerical values. A white keyboard is visible on the right side.

CHALLENGES

Microsoft BC Detour: A Year of Struggles for RLS

Despite initially selecting Sage Intacct as their accounting solution, RLS took a detour to a different accounting ERP solution. However, the implementation of this program proved to be a challenging venture for RLS Logistics.

The vision of a seamless transition collided with the harsh reality of a cumbersome and complex integration process and a system that was difficult to navigate and lacked proper organization. Even a year into the transition, RLS continued to grapple with day-to-day issues that persisted from the initial stages, leaving their team disappointed and discouraged.



CHALLENGES

The RLS team encountered challenges on multiple fronts, ranging from overall functionality issues of the product itself to complicated user permissions and a lack of intuitive design. This program was found to be notably inefficient, providing a user interface that was challenging to navigate.

The system's improper layout worsened their frustration, making daily operations unnecessarily complicated. The product's functionality fell short of expectations, contributing to an ongoing sense of dissatisfaction. Inefficiencies introduced by this program's functionality impacted productivity, with team members struggling to execute tasks that would have taken significantly less time under a more user-friendly system.

Additionally, integration capabilities fell short of expectations, particularly with critical systems like ADP, despite promises made during the decision-making phase. Faced with these challenges, RLS Logistics recognized the need for a strategic shift.

A photograph of a business meeting with a person pointing at a document on a table. The image is overlaid with a blue and white geometric pattern of lines and dots. In the top left, there are two semi-transparent white circles containing the numbers '0.642' and '1.642'. In the top right, there is a white checkmark inside a white circle. The word 'SOLUTIONS' is written in green capital letters on a white background in the top left.

SOLUTIONS

Strategic Reevaluation: RLS's Return to Sage Intacct with CompuData

Recognizing the need for change, RLS embarked on a journey back to Sage Intacct after acknowledging it as the superior software solution, bringing CompuData into the picture as a trusted partner in this transition. CompuData was pivotal in guiding RLS through a reevaluation of Sage Intacct, strategically addressing and eliminating the challenges they encountered during their previous BC implementation.

The primary objective for CompuData was to facilitate a smooth and effortless transition to Sage Intacct, minimizing the efforts required from the RLS team.



SOLUTIONS

Leveraging over 30 years of expertise as a Sage partner, CompuData's team of Sage Consultants played a crucial role in ensuring seamless reintegration with Intacct. The transition was executed with minimal downtime, offering a sense of familiarity that enabled the RLS team to resume their tasks swiftly.

The focus was on providing a hassle-free experience for RLS, drawing on CompuData's extensive experience in Sage solutions to navigate the intricacies of the software transition.

CompuData's expertise ensured the successful migration to Sage Intacct and the optimization of its functionalities to meet the specific needs of RLS Logistics.



RESULTS

A Seamless Integration: How RLS Achieved Results with Sage Intacct and CompuData Support

After being reintroduced to Sage Intacct, RLS Logistics experienced numerous benefits and positive changes in its overall business operations.

This positive shift not only stemmed from the software's capabilities but also from the exceptional support provided by CompuData throughout the implementation process. From implementation to ongoing support, the CompuData team was commended for their responsiveness, availability, and dedication to exceeding expectations.

Here's a closer look at the benefits RLS has experienced



Enhanced Productivity

One of the most significant improvements noted by RLS Logistics was the boost in productivity for their team. The functionality of Sage Intacct streamlined processes, eliminating the need for time-consuming tasks. The team no longer wasted time on simple processes, leading to an increase in overall efficiency



Intuitive Design & User Friendly Interface

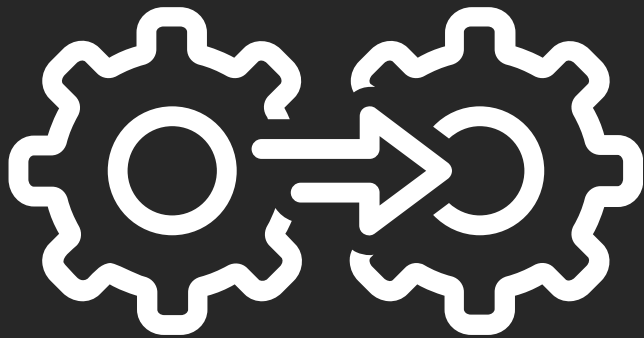
RLS Logistics emphasized that Intacct's functionality is unmatched and perfectly laid out. The platform's layout, intuitive design, and user-friendly interface stood out to the RLS team

Here's a closer look at the benefits RLS has experienced



Simplified Permissions

The RLS team appreciated the straightforward and clear design of the user permissions functionality in Sage Intacct. Unlike the cumbersome process experienced with their old program, Intacct provided a clear and concise interface for setting rules and permissions.



Superior Integration Capabilities

Intacct's open API infrastructure allowed RLS to seamlessly integrate with the solutions essential for running their business. This was particularly beneficial for RLS's adoption of Ramp for credit card and expense management, described as an easy, quick, and seamless integration process contributing to a positive user experience.

Here's a closer look at the benefits RLS has experienced



Effortless Management of Business Units

Sage Intacct enabled RLS to manage their multiple business units seamlessly. Navigating between different units and streamlining tasks showcased the software's efficiency.

Despite slight variations in the layout compared to their previous system, the adaptability of Sage Intacct made it easy for the team to navigate and manage business units efficiently.

CONCLUSION



" Our return to Sage Intacct with CompuData surpassed all expectations; the entire transition was remarkably seamless.

The rollout of Sage Intacct was unmatched, providing us not only a superior software solution but also a partnership that prioritizes our needs and ensures a positive trajectory for our business operations. The CompuData team's expertise, support, and dedication to our success were truly commendable."

- Bill Mathis, Controller at RLS Logistics.

For more information about our services, visit
www.rlslogistics.com