Demtech
www.demtech.com

COMPANY

- Location: Headquarters in Diamond Springs, California (near Sacramento); second office in Ohio; mobile units in Texas, Montana and Iowa; distributors in Mexico, South America, United Kingdom, Northern Africa, China, SE Asia, Australia
- Industry: Manufacturing and global distribution of specialized plastic welding machines

OVERVIEW
Demtech Services' growth outpaced the capabilities of its accounting software, leading to the selection of Acumatica to improve data management and enhance customer service.

KEY RESULTS
- Enhanced employee connectivity through remote access
- Strengthened customer service
- Improved management of inventory creates greater accountability
- Integration with warehouse management for barcode scanning

Acumatica strengthens financial controls, helps manufacturer prepare for growth

"Carrying a multi-million dollar inventory, you've got to have good controls for that … With the new controls that Acumatica has in place, our inventory is much more accurate."

- Roger Collins, CFO, Demtech

SITUATION

Since 1999, Demtech Services has specialized in manufacturing machines that weld together sheets of heavy plastic lining for landfills and other operations that require water- and vapor-proof ground protection.

Demtech has 45 employees with offices in California and Ohio. In addition, Demtech has mobile units that provide sales and service to customers in the field.

Demtech's CFO, Roger Collins, reports that as the company grew, it had to deal with challenges caused by its software limitations. After relying on QuickBooks for 14 years, they determined they needed to switch to an ERP system. Mr. Collins says, "We reached the ceiling with QuickBooks and it was really limiting our growth."

A key need at Demtech related to stronger financial controls. Mr. Collins had concerns with QuickBooks: "You can just arbitrarily change something whenever you want to, without any financial controls or accountability. That's not good when you're getting to be a sizable company."

Mr. Collins adds that their old software also posed challenges as they started adding staff in the field: "At the same time we were expanding offices, with multiple warehouses, and had issues with QuickBooks being able to meet our needs."

SOLUTION

Acumatica partner Collins Computing determined that Demtech's combination of needs would be well-suited for an Acumatica Cloud ERP solution. Demtech considered a SaaS deployment, but ultimately selected a private cloud on-premise deployment because they wanted to control their own server, yet still realize the benefits of a web-based ERP solution.

In addition to the Acumatica Financial, Distribution and CRM suites, Demtech also implemented the Fusion Warehouse Management System with wireless barcode scanners. The company plans to add a manufacturing component in the future.

BENEFITS

CFO Roger Collins notes their mobile units that travel around the country now offer stronger customer service, thanks to Acumatica. He says: "They can now access Acumatica with their tablet or smartphone to create orders, check inventory, or do whatever they need."

Mr. Collins also values the improved inventory management that Acumatica has brought about: "Carrying a multi-million dollar inventory, you've got to have good controls for that ... It's not a good thing when your inventory is off. With the new controls that Acumatica has in place, our inventory is much more accurate."

He adds that Acumatica enables them to work more efficiently, "but more importantly, accurately. It's not going to let you do something that you shouldn't do. I like that."

Roger Collins says Acumatica gives the company "better business intelligence, when we're talking with our vendors and customers. It's an accurate ERP system, not just a bookkeeping system that lacks accounting controls."

Mr. Collins also appreciates the flexible security that Acumatica offers, for determining which staff should have access to which areas within the system. He says, "With QuickBooks, if staff had access to

reports, it's all or nothing. Acumatica is not that way at all; you can pinpoint each and every screen or report. It's up to us. It's very user-friendly in that way."

Roger Collins is certain that Acumatica will help Demtech to grow: "Acumatica will help us expand with our international markets and, for that matter, expand into additional markets we're starting to look at."