

Warehousing and Transportation 3PL Saves 20 Hours a Month, Elevates Insights with 36 Dashboards

Peoples Services

Challenges

Peoples Services Makes a Quantum Leap with Sage Intacct

Over 106 years, Peoples Services has grown organically and through acquisitions into a network of third-party logistics (3PL) companies spanning seven states, from Michigan to Florida. With 45 warehouses, 8 million square feet of storage space, and local truck transport services, the 700-person company supports seamless supply chain logistics and fulfillment for clients in food and beverage, consumer goods, medical, automotive, chemical and polymer, and other industries. Headquartered in Ohio, Peoples Services is focused on modern, efficient supply chain solutions for its clients — and now it's brought the same approach to its internal financial management.

Until 2019, Peoples Services was running an antiquated AS/400 system for financial management that had been so heavily customized that the company needed to engage the original programmer, retired but working as an independent consultant, to make changes. Limitations in the DOS-based system meant that Peoples Services needed to run separate charts of account for each of 45 locations. The company couldn't post journal entries until it had closed out its subsidiary ledgers, delaying the monthly close. And until it had closed out the fiscal year, the company couldn't produce monthly financial statements for January, February, and March — meaning rapid-fire production of financial statements early in the year.

Peoples Services knew it needed to modernize financial management to improve efficiency, visibility, and data accuracy. After evaluating Microsoft Dynamics GP, Peoples Services selected Sage Intacct as its ideal cloud financial management platform. "We were impressed the flexibility of Sage Intacct, the intuitive interface, the ease of cross-training new employees on the platform, and the ability to create ad hoc and custom reports," said Treasurer Adam Herman, who led the implementation with Sage Intacct partner Cargas. Once live on Sage Intacct, Peoples Services quickly began reaping the rewards of moving from the decades-old AS/400 to modern cloud accounting. As Herman put it: "It was like going from the Wright brothers to the Apollo program overnight."

Solutions

A 3-Day Faster Monthly Close with Streamlined Accounting

Peoples Services' lean four-person accounting team, headed by Herman, has become a stronger partner to the business with new efficiencies and improved data insights that are driving more informed strategic and tactical decisions. With Sage Intacct, Herman's team is saving 16 hours a month on journal entry work thanks in part to ability to automate recurring entries. The team also no longer needs to wait until the end of the month to handle journal entries, as was the case with AS/400. "We're now able to spread the work out more evenly over the month, instead of having this massive crunch when we start the closing cycle," Herman said.



Company Overview

Peoples Services is a network of wholly owned 3PL companies that provide award-winning warehousing, transportation, logistics, and fulfillment services across seven states. Learn more at www.peopleservices.com.

Executive Summary

Previous Software:

- AS/400

Results with Sage Intacct:

- Saves 20 hours a month on journal entries, consolidations
- Cut up to three days from monthly close time
- Empowers managers with dashboards and timely data
- Improved business decisions and accounting morale

WAREHOUSING AND TRANSPORTATION 3PL SAVES 20 HOURS A MONTH, ELEVATES INSIGHTS WITH 36 DASHBOARDS

Similarly, Peoples Services is saving another four hours a month in consolidations across 10 entities, while Sage Intacct enables Peoples Services to manage a single chart of accounts. "Multi-entity consolidation is much quicker and significantly streamlined with Sage Intacct, just like everything else in our switch," Herman said. Closing the books each month is now accomplished in as few as eight days, compared to up to 11 days in the past. Plus, accounting no longer needs to wait until the fiscal year closes to produce financial statements for January, February, and March. "We completed our January financials three months ahead of what we did the previous year because any adjustments just flow through to the current month," Herman said.

Herman also trimmed about eight hours from yearly budgeting by creating custom Sage Intacct reports and formulas that allow annualized figures and projected changes in revenue and expenses to export into Excel, used for budgeting. That means no more manually inputting data into Excel, and makes it easy for site managers to review and tweak budgets. It's one example of the reporting and customization flexibility that Peoples Services has in using the Sage Intacct development sandbox and Platform Services, a toolset to extend Sage Intacct by creating custom objects, pages, and applications.

Results

Data and Dashboards for More Informed Management

In another example, Peoples Services' controller used Platform Services to create a positive pay report for its bank that helps ensure security on check payments. "Sage Intacct gives us a lot of ability to create one-off reports whereas before, we had to bring in a specialist from outside because we didn't have the necessary programming expertise," Herman said. The company is making extensive use of Sage Intacct dimensions as well as dashboards, accessible to about three dozen managers. Dashboards and performance cards spotlight key metrics such as storage revenue per square foot, and handling revenue per labor hour.

"Those are things we couldn't have done with AS/400," Herman said. "Managers have the information they need right on their dashboards. They can drill down on their own instead of calling us with questions, and that makes for a more informed and engaged management team." Near real-time data and reporting flexibility helped Peoples Services navigate the start of the COVID crisis, when food-related locations were doing well while others lost business, prompting temporary employee furloughs. Timely information also helps the company better monitor cash flow and make data-driven decisions in equipment upgrades and other capital expenditures.

The dramatic improvements have won praise from the executive team. "Sage Intacct reporting and dashboards make our leaders more informed," Herman said. "We can make impactful decisions weeks quicker than we could before because we have more access to timely information. We can slice and dice data in different ways to hone in on what's working and what isn't, and that's definitely made us more nimble." And Peoples Services is benefiting with higher morale and less overtime for accounting. Herman himself has had new time to do volunteer financial work for his church, and coach his son's baseball and football teams. "I've been freed up to spend more time with my family and volunteer now that I know I can get my work done quickly and accurately in Sage Intacct," Herman said.

"For us to keep evolving as a company, we needed a more agile and productive system that could accommodate new acquisitions and development. Sage Intacct is the platform we needed to continue our rapid growth."

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