

Gilbert & Associates Delivers Results That Allow Inderbitzin to Travel the Road to Success

"Our decision to partner with Gilbert & Associates not only saved us \$166,000 in time and worker productivity, but provided an incalculable boost in worker and customer satisfaction!"

*-John Inderbitzin,
Partner, Inderbitzin
Distributors, Inc.*

Family owned, Inderbitzin Distributors, Inc. delivers favorite snack foods to well-known convenience stores throughout the northwest. When Dick Inderbitzin started his legacy in 1979, it was just a small company working out of a garage. Within the first few years, Dick's sons joined the team, and since then, the family-run company has grown dramatically, with over 60 employees and expanding to three different locations. Now, Inderbitzin Distributors delivers to convenience store chains like ampm® and 7-Eleven®, and offers more than 600 items ranging from turkey sandwiches to beef jerky.



An Old System Delivers Problems

Inderbitzin's unique organization requires an equally unique software system that can accommodate a diverse group of users. Initially, they were relying on SBT 5.0, which was linked to an outdated DOS based handheld system utilized by Inderbitzin's truck drivers. However, SBT 5.0 was not capable of storing and reporting the ever increasing amount of essential data that Inderbitzin relied on in a timely fashion.

Inderbitzin was also experiencing a multitude of problems with the DOS based handheld systems which were the lifeline of the truck drivers' daily routines. Some of the intended functions of the system were to issue invoices to customers, track inventory, and transmit daily information back to the corporate office at the end of the shift. Unfortunately, the system was constantly falling short. Invoices were inaccurate, printers would jam, the system would lose files, and drivers couldn't tell what needed to be delivered. To top it off, it would take the drivers up to two hours each night to transmit data to the corporate office. This increased the drivers' shifts from eight to ten hours a day, resulting in high turnover among

The Challenge

Inderbitzin's rapid growth posed an overabundance of problems with their outdated DOS system including hours of downtime, inaccurate reporting, and frustrated employees.

The Solution

Gilbert & Associates delivered a well-rounded solution to Inderbitzin Distributors, Inc. that proved to be a successful link between Sage Pro, Beltek and Data Habitat.

The Result

Inderbitzin has seen growth in productivity, increased customer satisfaction, and happier employees while saving them over \$30,000 annually.

Company Information

Inderbitzin Distributors, Inc.
www.inderbitzin.com

Profile

Type of Business
Retail Distribution

Headquarters
Puyallup, WA

Other Locations
Eugene, OR
Vancouver, Canada

Other Information
63 Employees

System Profile

Sage Pro
General Ledger
Accounts Payable
Accounts Receivable
Purchase Orders
Inventory Control
Customization Manager
Data Habitat



Inderbitzin drivers. Company morale was at an all time low. It was clear that drastic adjustments were needed for Inderbitzin to keep growing.

A Convenient Solution

Inderbitzin was able to narrow their choices to two software providers. Ultimately the maneuverability of Sage Pro and its compatibility with Windows contributed to their decision. However, according to John Inderbitzin, "The key was Gilbert & Associates - they know Sage." Not only did they prove that they knew their way around Sage Pro, but they worked closely with Beltek, another Windows based system which supported the new handhelds.

During the initial implementation, Gilbert & Associates spent extra time making sure the Beltek and Sage Pro systems worked together. Hub Gilbert, President of Gilbert & Associates reflects on the implementation process, "We had a date, and we stuck to it."

John remembers with appreciation all of the extra hours that Hub and his team put in to make sure that their system could go live as scheduled. "They really came forward to make sure that this was going to work because they believed in it."

Results That Allow Inderbitzin To Travel the Road to Success

Inderbitzin required a commitment to success and the team at Gilbert &

Associates was able to provide a well-rounded solution that gave Inderbitzin everything they wanted. Most importantly, their new system has expanded with them as they have grown.

They started out in Sage Pro version 5.0 and are now at version 7.4, which has new features and functionality. Gilbert & Associates also enabled Sage to link with Data Habitat, which provided Inderbitzin with the improved analysis capabilities they were looking for. All the information they need is now right at their fingertips, enabling them to run quick reports, or look up information while a customer is on the phone. This alone allowed Inderbitzin to reallocate staffing to other areas of need, saving an annual salary of approximately \$30,000 a year. Plus, with the added efficiency of the handheld system and its integration with Sage Pro, Inderbitzin is saving about 2 1/2 hours per week on every truck route. That is a cost savings of \$136,000 every year!

"Our decision to partner with Gilbert & Associates not only saved us \$166,000 in time and worker productivity, but provided an incalculable boost in worker and customer satisfaction!" John exclaims, "They definitely take care of their customers."



At Gilbert & Associates, we have been planning, implementing and supporting customizable business management software systems for twenty-five years.

With industry leading software and a solid consulting, development, and implementation team, we provide you with a quality investment that will grow with your business needs.

In the end, we hope to exceed your expectations by providing you with both a solution that yields a solid return on investment and professional, quality customer service.

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