

Case Study:



Jasco, Inc.



Global Technology Manufacturer JASCO Counts on iCepts to Maximize the Value of Its Microsoft Dynamics NAV Solution.

Established in 1958, JASCO, Inc. is a leading global manufacturer of instrumentation for molecular spectroscopy and chromatography, with its headquarters in Japan and office locations in Latin America, Europe, Africa, the Mideast, Asia and Oceania.

JASCO's North American office, located in Easton, MD, operates mainly as a distributor for products manufactured in Japan, and includes its own laboratory. Serving primarily the pharmaceutical and biotechnology industries, JASCO stocks over 1,000 SKUs and carries a wide range of inventory.

JASCO has partnered with iCepts Technology Group, Inc. since 2007. The manufacturer originally engaged iCepts to support its migration from QuickBooks Enterprise to Microsoft Dynamics NAV.

Since that time, JASCO has relied on iCepts to help extend the value it gets from its Dynamics NAV investment with a wide range of functionality in financials, inventory management, assembly management (kitting), business reporting, multi-currencies, payroll and more. Currently, JASCO is running Dynamics NAV 2013 with fourteen users.

"Moving to Dynamics NAV gave us the ability to restructure the organization to handle the increased transaction load, while also enabling management to analyze and report on our business data in multiple new ways."-David "Ty" Russ, CFO, Jasco, Inc.

The Challenge:

To support rapid growth and handle specific business requirements, JASCO needed a new business system.

According to David "Ty" Russ, Jr., JASCO's CFO, as the company grew it needed capabilities that its QuickBooks Enterprise system didn't offer at that time. With its robust financial management capabilities and unequalled configurability and customization potential, Microsoft Dynamics NAV was the logical choice for a new financial management solution.

"One issue we had with QuickBooks was that it couldn't handle multiple currencies," Mr. Russ says. "We purchase probably 90% of our goods in foreign currencies, which meant we had to perform manual conversion calculations to value the inventory.

"QuickBooks also didn't have the ability to handle serialized items. Many of our main instruments and accessories are serialized, and we needed an easier way to track that data in our accounting system.

"Finally, we found QuickBooks to be limiting overall in terms of how we could structure our company and slice data over time. Dynamics NAV gives us the ability to categorize things in multiple ways, such as by department, by sales rep or by engineers. We can also categorize inventory across different group codes, category codes and other parameters," Mr. Russ explains.

Another reason for the switch to Dynamics NAV was the need to handle rapid growth and position the company for the future. Around the time of its move to Dynamics NAV, JASCO's North American operation roughly quadrupled in size. "We knew we needed more robust systems to handle what we were trying to make this company become," recalls Mr. Russ. "Moving to Dynamics NAV gave us the ability to restructure the organization to handle the increased transaction load, while also enabling management to analyze and report on our business data in multiple new ways."

“iCepts really worked hard to exhaust every avenue from a planning standpoint to ensure that we’d have a smooth rollout.”-David “Ty” Russ, CFO, Jasco, Inc.

The Solution:

A smooth transition to Microsoft Dynamics NAV laid the foundation for ongoing, value-added customizations and enhancements to JASCO’s business management environment.

Having decided to initiate a move to Dynamics NAV, JASCO engaged iCepts as its technology partner based on iCepts’ long standing positive reputation, recommendations from accounting professionals in the regional business community, and proximity to JASCO’s location.

“During the planning phase of our rollout, I had detailed conversations with iCepts staff about how we wanted transactions to post to Dynamics NAV, how our company specifically functioned, and so on,” Mr. Russ notes. “iCepts really worked hard to exhaust every avenue from a planning standpoint to ensure that we’d have a smooth rollout.”

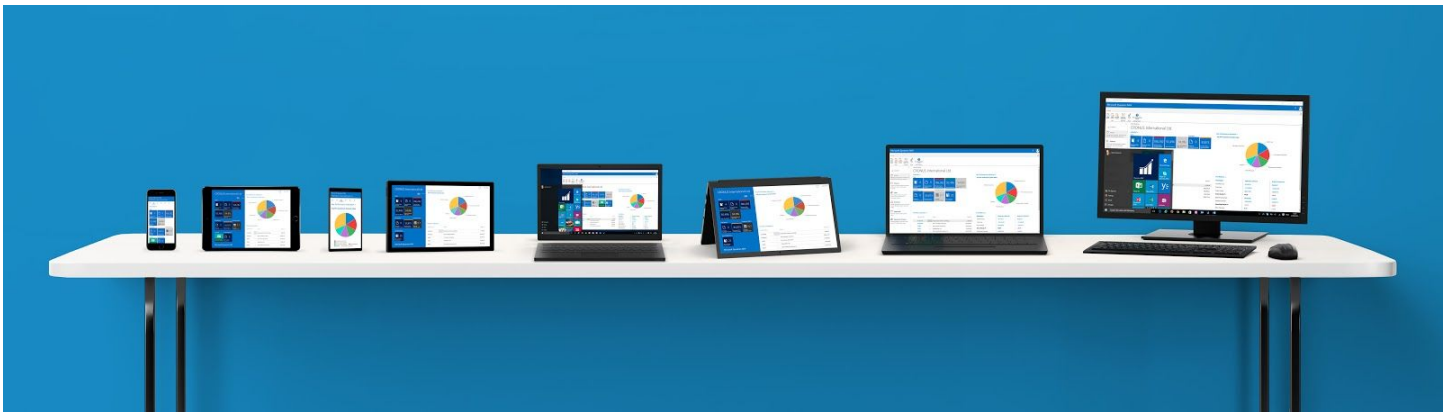
Mr. Russ continues: “When you implement a huge software package like that, there will definitely be hiccups along the way. Some accounting professionals I know personally, who worked at companies in our area that were going live with Dynamics NAV around the same time as JASCO, told me it took them far, far longer than it took us—two years or even more—before they had a stable environment.

“We encountered a lot of issues at the very beginning, but after that things leveled off quickly,” adds Cathy McFadden, Operations and Human Resource Manager. “It was only about two weeks before error messages became infrequent and we were basically fully operational.”

Once its Dynamics NAV environment was running smoothly, JASCO continued to work with iCepts on specific point projects. “They function for us like an in-house programming staff, which we don’t currently have,” Mr. Russ clarifies.

For example, iCepts worked with JASCO in 2016 to build a connector between its customer relationship management (CRM) system and Dynamics NAV. “Our new CRM connector decreased the time it took to do our service inventory by 65-75%,” Mr. Russ asserts. “That’s freed our staff up to handle new tasks that they didn’t previously have time to do.”

iCepts is also involved in helping JASCO enhance its reporting capabilities with Jet Reports, a third-party connector within Dynamic NAV. The manufacturer is currently running a free version of the software, but is nevertheless realizing significant benefits. “iCepts certainly helped us add that package onto our current system, which has decreased the time it takes to do reporting dramatically,” Mr. Russ says. “We wouldn’t have even known about Jet Reports if it wasn’t for iCepts.”



Dynamics NAV is known for its flexibility and configurability, and JASCO has fine-tuned its NAV environment with periodic help from iCepts to streamline specific business processes.

For example, Dynamics NAV can support both physical and virtual warehouse locations, and supports a range of ways to track and transfer inventory. “We probably have 30 different locations nationwide in NAV right now, not all of which are physical,” Mr. Russ describes. “Each of our service engineers has a warehouse, and we have demo facilities at universities across the country, which we also designate as separate warehouse locations.”

“Dynamics NAV helps us keep our inventory organized because it lets us pull inventory from various warehouses without physically moving it,” Ms. McFadden elaborates. “We also have holding warehouses for items that come in to be repaired and then are sent back out, so they don’t flow through our major warehouse here in Maryland.”

Dynamics NAV also functions in a way that ensures the integrity of JASCO’s financial data. Mr. Russ further points out: “QuickBooks gives you the ability to alter data when months aren’t closed out. For instance, you could post an inventory transaction and go right back in and alter it if something was incorrect. For ease of use that may sound great, but it gives staff the ability to manipulate data in other ways as well.

“Dynamics NAV functions like a true accounting system should. Say our clerk enters an incorrect invoice number. She’d then have to credit the transaction and post a whole new document. From an audit trail standpoint, this give us the ability to see where errors exist, and ensure that our financial data is not problematically altered,” Mr. Russ stresses.

“They [iCepts] can really help you understand how the data you’re working with effects other things. That’s hugely helpful, especially for people who don’t have a lot of software experience”.-Cathy McFadden, Office Manager, Jasco, Inc.

The Results:

Partnering with iCepts enables JASCO to get the most from its NAV investment for improved efficiency and enhanced business decision-making.

Over the years, iCepts has proven to be a trusted, responsive partner that thoroughly understands JASCO's business and its Dynamics NAV implementation.

"Dynamics NAV out-of-the-box is not what we currently have," Mr. Russ observes. "iCepts has definitely been there for us to make all those customizations happen."

"Since we don't have programming staff we rely on iCepts, and anything we've requested they've been able to accomplish," relates Mr. Russ. He estimates that leveraging iCepts saves approximately 50% of the cost of a full-time software engineer.

"In all the years we've worked with iCepts, we've only had two main points of contact, both of whom were extremely knowledgeable and knew accounting and NAV backwards and forwards," Ms. McFadden offers. "They know our business so well that even if you haven't talked with them in a year they remember who you are, what your position is and what you're trying to accomplish."

"It's great that you don't have to start each conversation with, 'Well, this is who I am and this is how we do it...'", says Ms. McFadden. "Plus, they can really help you understand how the data you're working with affects other things. That's hugely helpful, especially for people who don't have a lot of software experience."

"Getting up to speed on a customized Dynamics NAV environment isn't as simple as something like QuickBooks, where you can say, 'QuickBooks is what QuickBooks is,' Mr. Russ qualifies. "The iCepts staff has a broad knowledge base that enables them to thoroughly understand the conversions that JASCO has done, versus any of their other clients. It's impressive to me that they can handle all that."

Both Mr. Russ and Ms. McFadden would recommend iCepts to other organizations with similar needs. "We've been very happy over our eleven-year relationship with iCepts, and with what iCepts has been able to accomplish for JASCO," Mr. Russ summarizes. "We've never even considered looking at another partner for our Dynamics NAV solution."

"Jasco is very fortunate to have partnered with iCepts which has brought its knowledge of Dynamics NAV to our growing organization. iCepts professionally and efficiently handled all aspects of migrating our original accounting software and systems to the new Dynamics NAV."-Frank E. Mason III President/CEO, Jasco, Inc.

NAV

Microsoft
Dynamics

About iCepts Technology Group, Inc.

Since 1980, iCepts Technology Group, Inc., a 100% employee-owned company, has been working with wholesale distributors, manufacturers, and other industries with various supply chain management and other technology solutions.

Our consistent goal is to leverage our vast industry experience to partner with organizations to achieve greater efficiency, streamline operations and gain access to vital business reporting in order to stay competitive plus profitable through the use of technology.

iCepts Technology Group, Inc.

Supply Chain and Technology Experts

1301 Fulling Mill Road

Middletown, PA 17057

www.icepts.com

717-704-1000

info@icepts.com

