

AirTek's Engines are Revved Up with PositiveVision and Sage Platinum for Windows

Success Story

Strategically placed between the engine and the muffler of every car is a small, but important part called a catalytic converter which helps to reduce emissions. AirTek develops and distributes these catalytic converters to wholesale manufacturers, worldwide. This successful business, based out of Hobart, Indiana, boasts a staff of hundreds of employees at any given time and has largely grown and expanded its business in the last 18 years.

A failing system pollutes business

For the first six years of its existence, AirTek's employees faced daily struggles with their software system which was constantly encountering flaws, slowing down their business operations, and often bringing their activities to a complete halt. AirTek workers experienced daily frustrations due to their system which was not tailored to their business, forcing hours of manual data entry, and no continuity between the different aspects of the business. Inventory, through this software, was a painstaking, time consuming manual affair. It was a separate entity from accounting which was broken up into countless factions. Important accounting information, necessary to run the business, was hidden within the system and difficult to find. Bernard Tucker of AirTek reflects, "We had lots of accountants who were very grumpy."

AirTek's system did not have the capabilities to track their meticulous order entry process which was constantly varying to meet customer needs. "It is often that a client requests to have their order shipped with certain labels or handled in a particular way," states Bernard. "Or certain extras were needed to be put in, or things needed to be packed in a certain way." These details were constantly changing with each customer, but follow through on

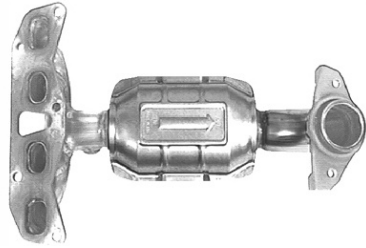
these specialized orders was impossible, communication was faulty, and customers would get aggravated when their orders weren't accurate.

After many years of this ongoing battle which resulted in frustrated employees and unhappy customers, AirTek decided that it was time to exchange their system with a program which was designed to organize and customize their processes. They began the task of shopping around for a software provider who could get their business operations back on track.

AirTek converts their loyalties to a new system

The search for new accounting software and a trustworthy vendor was a strenuous affair. Bernard and his staff at AirTek personally interviewed several accountants to learn about the various programs that were on the market, and they had at least eight different vendors come on site to give presentations. In the end, they found that *Platinum for Windows* could access both the business and the accounting side of their operations, and could be customized to meet their unique needs. "We wanted the most bang for our buck on both sides, and *Platinum* was able to do this," comments Bernard. "It was head and shoulders above the rest."

While they were pleased with this new system, they still faced problems with the provider. That's when Bob Baran from PositiveVision entered the picture and gave AirTek their long sought after peace of mind with a detailed customization of *Platinum* and the legendary customer service that had been absent from AirTek's partners for so many years. Bernard comments, "There was zero trust when Bob



Challenge: AirTek service was declining as they were relying on a system that did not work and did not meet the needs of their business. Workers were grumpy and customers were unhappy.

Solution: PositiveVision partners with AirTek and implements *Platinum for Windows*, customizing reports and processes to meet AirTek's unique needs.

Results: AirTek has increased customer service and grown over four times their original size hiring minimal personnel.

Company: AirTek

- Hobart, Indiana
- Manufacturing
- 200 Full Time Employees and up to 300 seasonal employees

System Profile:

- Platinum for Windows
- Accounts Receivable
 - Accounts Payable
 - Inventory
 - Purchasing
 - Order Entry
 - General Ledger
 - Alerts
 - Audit Master
 - Crystal Reports
 - FRX



“When we started this process we were in one small building, now we have four buildings and have not added any new personnel, due to what PositiveVision and Platinum for Windows has done for us.”

About PositiveVision

Positive Vision is one of the leading providers of affordable information technology software for manufacturing businesses in the greater Chicago area. Our expertise lies in streamlining systems and processes to maximize your business technology. We offer expert advice, project management, training, and technical support so that your business objectives can be met in the most effective manner possible.

Positive Vision's consultative approach recognizes that each organization is unique. The team at Positive Vision is well trained and experienced in learning each clients business to provide a tailored solution. We value honesty and integrity above all else, and at all times operate with your business objectives in sight.



Authorized Partner

© Copyright PositiveVision. All rights reserved. The capabilities, system requirements, and/or compatibility with third-party products described herein are subject to change without notice. The Sage Software product names mentioned herein are registered trademarks of Sage Software, Inc. and/or its affiliated entities. All other product names and/or trademarks are the property of their respective owners.

walked in. He walked into the worst possible scenario, and he worked his way out of it.”

“When we walked into AirTek we saw that the system was not running at all. Literally, things weren't working. They had entry and reporting issues as well as a large amount of reports that had been created that provided inadequate information.” stated Bob.

What made PositiveVision's services so special and unique was that they began by asking questions. They got to know AirTek's business and formulated the software program based on how AirTek said they wanted the program to function. Bernard remembers, “Bob walked in and said, ‘what do you want it to do?’ He then chipped through piece by piece and made it work.” Bernard could tell by the professionalism of PositiveVision's staff that they understood the subject and they understood what they were working with. They took the time to customize the product based on what the company needed and not what they were trying to sell.

During the implementation, Bernard reflects, “Bob was careful about bringing something in and making it work instantly. The implementation went very smoothly, and immediately, we started seeing improvements. In two months, PositiveVision had made a huge impact, and in six months, we had a software system which we should have had in the first place.”

A new system emits happy customers

Bob and AirTek have been working together since the onset of their partnership in 1996. Over the past twelve years AirTek has seen significant improvements in their business operations, thanks to the expertise and reliability of Bob and his staff at PositiveVision and their successful implementation of *Platinum* for Windows.

PositiveVision built AirTek a standard costing model which enables them to better predict their costs based on previous expenditures, and allows them to see trends through easy-to-read tables and graphs. AirTek now also has a convenient sales reporting module which they rely heavily upon to execute sales and move the business smoothly along.

In addition, AirTek now has an easy procedure in which everybody in the company can enter and process orders, despite the complex nature of AirTek's order entry methods. Orders are now processed and packaged more accurately and inventory is more easily tracked. As far as tangible changes, the biggest enhancement that AirTek has seen in their processes is the warnings and alarms that PositiveVisions has programmed into *Platinum*. The alarms alert AirTek employees of anything special that they need to be aware of. These warnings are designed to notify workers of anything from customers with outstanding balances to specialized shipping procedures and everything in between. Because of these alerts, business operations are much more accurate, there has been a dramatic improvement in worker morale, and customer satisfaction is greater than it ever has been.

Thanks to PositiveVision and its implementation of *Platinum*, AirTek's organization has been able to grow and increase dramatically. “When we started this process we were in one small building, now we have four buildings and have not added any new personnel, due to what PositiveVision and Platinum for Windows has done for us.” states Bernard. AirTek initially had uncomfortable amounts of downtime; they now have semi-trucks coming and going all day long. As they continue to grow, AirTek can rest easy knowing that they have an ongoing relationship with PositiveVision who are experts at what they do and whom they can always trust.

