

# Sage 100 Services

## National Auto Lock Service migrates to Sage 100

"This process has eliminated the double entry of orders and information between our e-commerce site and the accounting system. It has reduced errors and a number of lost orders. It is a night and day difference between our old process and the new process."

*Michael Hyde, Founder  
National Auto Lock*

### Benefits of Migrating to Sage 100

- Fully integrated solution
- Eliminate duplicate entry
- Inventory and forecast planning
- Robust sales and purchase order process management
- Materials Requirement Planning (MRP)
- PCI compliance for credit card processing
- Integration with e-commerce site

The testimonial provided by National Auto Lock occurred while being serviced by Clients First Business Solutions (California office).

National Auto Lock Service, Inc. (NAL) was founded in 1994. They offer a large supply of products for the automotive locksmith and security profession market. With over 20 years of experience in the locksmith & automotive industries, NAL has established itself as a premiere source for locksmithing tools and products.

### Challenges with Duplicate Entry between Disparate Solutions

NAL needed a solution that was fully integrated, where the data flows seamlessly between their e-commerce site and their back-end accounting system. They were manually re-keying their web orders into their Sage Business Works accounting system and manually processing their customers' credit card orders. Additionally, on their list of concerns that had to be addressed was PCI compliant requirements for credit card processing. NAL also needed to have a better understanding of their inventory demands and forecasting.

### Fully Integrated Solution Improves Business Process

RKL implemented Sage 100 ERP with custom integration that pulled their web orders and automatically inserted them as Sage 100 sales orders. Along with this integration, we added Sage Payment Solutions to handle their credit card needs. With Sage Payment Solutions, pre-authorized web orders are brought into Sage 100 and the customers' credit cards are charged upon invoicing. RKL also automated the push back of the shipment tracking number to NAL's e-commerce site and updated the orders as shipped. Working alongside their inventory planner, RKL was able to enhance their Materials Requirement & Planning (MRP) report.

### Post Implementation Storefront Benefits

placing a computer at their front desk. Walk in customers are encouraged to place their orders at the front desk via their e-commerce store. Since the orders are integrated into Sage 100, the customer's orders are processed seamlessly while they wait. NAL reduced the time spent processing walk-in orders by 60%, allowing their team to focus on fulfilling existing orders. Sage 100 gave NAL the platform to eliminate duplicate work, increase efficiencies, streamline business processes, and take advantage of total solution functionality.

### About RKL eSolutions

Since 2002, RKL eSolutions has helped growing companies maximize their technology resources and investment. Over the years, we have helped hundreds of small and medium sized businesses as their strategic business partner. We specialize in the needs of Entertainment, Software & SaaS, Professional Services, Manufacturing, and Non Profit organizations. Our experienced consultants have a passion for making every facet of your business successful and are intent on building a long-term relationship with every client.