

# aACE

CASE STUDY

**RESTYLERS'  
CHOICE**



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# RESTYLERS' CHOICE

### CLIENT OVERVIEW

Restylers' Choice is a full-service, stocking distributor and manufacturer of pin striping, graphics and automotive accessories. They are the largest national distributor of pin striping and graphics, as well as a leader in chrome accessories, painted spoilers, rear window graphics, and large format digital printing and vehicle wraps.

Founded in the early 1990's, Restylers' Choice immediately differentiated themselves by offering services such as same day shipping, no cut-off times, and other services unmatched by the competition. Over the years, Restylers' Choice expanded into manufacturing and installation through the acquisition of suppliers and customers.

### OPERATIONAL OVERVIEW

Restylers' Choice has four lines of business: traditional warehouse distribution, custom digital printing production, a custom paint department, and graphics installation services. On any given order a customer may purchase products from all four lines of business, and the fulfillment logic may be subject to complex interdependencies. Restylers' Choice may not be able to ship the off-the-shelf graphics kit until the custom painted spoiler is complete, for example. As if this were not challenging enough to manage, add multiple warehouses, complex pricing for different client groups, and sophisticated shipping requirements as operational challenges.



"...we were up, running and processing orders, very easily the first day of business on aACE."

– Doug Jacobs, Restylers' Choice President

### INDUSTRY

Light Manufacturing and Distribution

### NUMBER OF EMPLOYEES

30

### DEVELOPMENT ENVIRONMENT

FileMaker

### SOFTWARE

aACE Enterprise Edition

### KEY BENEFITS

- Integration with existing in-house software
- Eliminated two days' worth of accounting work each month
- Freed up 2,000 square feet of warehouse space
- Eliminated a conveyor belt in each warehouse
- Reduced labor requirements by the equivalent of four full-time staffers



## CASE STUDY

### THE CASE FOR aACE

Fewer things in business bother Doug Jacobs, President of Restylers' Choice, more than inefficiency in operations. Over the course of 7 years he developed custom in-house solutions that support the unique workflow requirements of each line of his business. These solutions schedule work, measure employee productivity, and calculate compensation based on outputs. The systems were designed to replace paper processes with digital workflows and minimize mistakes.

Yet after investing 7 years in creating in-house solutions, Doug still spent his days "spinning plates" managing the remaining disconnected moving parts of his business. He had reached a plateau with his current architecture and realized that additional efficiencies could only be reached through seamlessly connecting his in-house solutions with ERP software. aACE Business Suite offered a unique opportunity to integrate state-of-the-art ERP software with Restylers' Choice's in-house solutions.



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## CASE STUDY

### THE SOLUTION

During the Needs Assessment, the aACE Team and Restylers' Choice identified key areas of – and processes within – the system as opportunities to improve operational efficiency:

#### aACE automatically distributes orders to the relevant work order systems

Inventoried items are distributed to a solution that manages the pick and pack process via hand-held devices.

Made-to-order items are distributed to the solutions that manage custom digital printing production, painting, and graphics installation services.

#### aACE manages inter-dependencies and delivery logic

Orders with delivery type of "Ship with MTO" will wait until the made-to-order items are complete before shipping the order. Once the made-to-order items are complete, "Ship with MTO" orders convert themselves to "Ship Today."

Orders with a delivery type of "Ship Today" will ship as soon as A) the entire order has been picked or B) at 3pm today with whatever was in stock, whichever occurs first. Orders with "Ship Today" will convert themselves to "Ship Complete" if one or more items could not be fulfilled.

Orders with a delivery type of "Ship Complete" will wait until all items are ready to be shipped before shipping the order. Generally this means holding the order until back ordered items are received.



#### Shipping and Invoicing Automation

aACE shipments are integrated with NRG software ([www.nrgsoft.com](http://www.nrgsoft.com)), which provides seamless integration with FedEx, UPS, and USPS.

Once a package is marked as shipped in NRG (which corresponds to the package being placed in an area designated for the courier's next pick up), aACE generates the corresponding invoice with the necessary shipping charges.

#### Credit Card Integration

Credit cards are preauthorized for the entire amount at the time the order is take and are automatically charged as soon as the invoice is generated.

In the event a credit card charge fails, aACE sends a notification to the shipping department so the package can be held until an alternative payment method is supplied.



## CASE STUDY

### THE END RESULT AND ROI

Integrating aACE's Accounting, CRM, and ERP functionality with Restylers' Choice's in-house solutions has had impressive results in just the first six months:

The number of declined credit cards in the invoicing process has decreased by 90% due to pre-authorization.

The logic for automatically splitting revenue among entities and departments has eliminated a day's worth of complex accounting work every month.

Automating inter-department transactions has eliminated a day's worth of accounting work every month.

The production order system has increased inventory efficiency in "Made for Stock" scenarios by over 20%.

More efficient inventory management has allowed Restylers' Choice to free up 2,000 square feet of warehouse space and eliminate a conveyor belt in each warehouse.

And more...

aACE is in the business of automating low-value labor for our clients. Taken together, the solution has reduced Restylers' Choice's need for accounting staff by 1 full-time equivalent, warehouse staff by 2 full-time equivalents, and administrative/management staff by 1 full-time equivalent. By automating four full-time positions, Restylers' Choice has been able to repurpose a handful of its employees on much higher value-added work.

The aACE Team and Restylers' Choice continue to work together on a weekly basis to relentlessly pursue perfection. We look forward to producing an update to this case study with even more impressive achievements.

Here is what Restylers' Choice has to say about the implementation:

*"Looking back at our transition to aACE, I realize how smooth the process went. Having been on our past system for more than 10 years, you know there are going to be problems and pains in transition. I had trusted advisors warn me that it would require years to "get comfortable" with the new system. The reality is that we were up, running and processing orders, very easily the first day of business on aACE.*

*Of course, there are always things that you forget or that need to be massaged. Assumptions you make during planning about your processes sometimes do not work in the "real world". These changes made during and after the "go-live" are the true test of a system and the developer's abilities. The aACE team was able to efficiently make required adjustments, and today we are operating in a system that is much more powerful, and much more integrated in our business process. I occasionally ask members of my team if they miss our old system or if they are happy we made the transition. The answer is ALWAYS the same: "We should have done this along time ago!"*

*The biggest benefit I have personally noticed is our in-house ability to further integrate aACE with our own in-house systems and add new functionality as needed. The system is designed in a very intuitive and easy-to-understand way that allows us to push and pull data to and from aACE, providing the foundation for an even greater ROI throughout our organization as time goes on."*

*– Doug Jacobs, Restylers' Choice, President*

