

aACE

CASE STUDY



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Knicht Hardwood Flooring finds a tailored fit with aACE

"I've done ten or more demos of competing packages, and they want to sell you on how to adjust your workflow to fit their software. Michael showed me how the software can be built around my business and my workflow."

*-Todd Breedlove,
Knicht Hardwood Flooring, Inc.
Vice President*

CHALLENGES & aACE SOLUTIONS

Complicated Software

Prior to implementing aACE, Knicht Hardwood Flooring had been using Sage MAS 500, ERP software that they found to be overly complicated and difficult to use. Training new employees on the software was extremely time-consuming, especially as they expanded from one location to four, and the system's compartmentalizations made it hard to spot and correct mistakes. aACE is designed to be intuitive and user-friendly so that you can focus on managing your business rather than your software.

A Need to Downsize

Knicht Hardwood's previous solution required them to maintain five servers. Without a dedicated IT staff, this became a challenge. aACE is designed to be hosted in a single server.

Bulky Customization

Because they'd had their previous software extensively customized, that customization had to be rewritten every time there was an update. As a result, they weren't always able to run the newest version. aACE is designed for easy customization so that your solution will always be a tailored fit.

Expensive Support

Knicht Hardwood was paying a hefty premium for Bronze-level Sage MAS 500 support, which only allowed them to email questions, plus a large hourly fee to their reseller if they needed support by phone. Both options cost a lot and offered very little. aACE offers white-glove service and world-class support at reasonable prices that growing businesses can afford.

INDUSTRY

Wholesale Distribution

COMPANY

Knicht Hardwood Flooring, Inc.
1220 Corporation Pkwy, #120
Raleigh, NC 27610
(919) 250 - 0189
www.knighthardwood.com

NUMBER OF EMPLOYEES

35+

DEVELOPMENT ENVIRONMENT

FileMaker

SOFTWARE

aACE Enterprise Edition

CLIENT OVERVIEW

Knicht Hardwood is a wholesale distributor of hardwood flooring and supplies, serving the state of North Carolina with locations in Charlotte, Raleigh, Greensboro, and Mooresville. They carry many species of unfinished and prefinished hardwood in varying widths.



RESULTS

User-Friendly Interface

The team at Knight Hardwood adapted quickly to the aACE Software system, which significantly cut down on the time it takes to train new employees and made user errors much less likely to slip by.

A Tailored Fit

Before implementation, the team at aACE went over Knight Hardwood's workflows with a fine-toothed comb to ensure the solution they delivered would be a perfect fit.

Cost-Effective Solution

For the price of their previous solution's yearly update and maintenance, aACE offered a custom solution tailored to Knight Hardwood's specific workflows. With the money they saved on support alone, they were able to replace all of their server hardware.

World-Class Support

The team at Knight Hardwood has been thrilled with the level of support they receive from aACE. An immediate response and continual follow-up means that their aACE solution is always kept running smoothly.



CASE STUDY

THE FULL STORY

After sinking 7 years and over \$100,000 into an ERP solution that was hard to use and hard to update, the team at Knight Hardwood Flooring was ready for a change. However, their previous software-purchasing experience had been an expensive and frustrating process that they were not eager to repeat. In May 2012, while searching for a Mac-compatible product, they came across aACE through the FileMaker website. After speaking with an aACE representative, Knight Hardwood Vice President Todd Breedlove realized that aACE's approach truly stood out from the rest.

Todd asked for a demo, but an out-of-the-box demo wouldn't do justice to aACE's adaptability. Instead, they offered a custom demo, tailored to Knight Hardwood's unique needs and goals using sample data from their own website. Todd was sold.

The team at aACE spent some time with Todd, listening to what he wanted in a solution and learning about Knight Hardwood's workflows before implementation. "I feel the whole aACE package is customized and tailored to my needs," says Todd. "Michael and Brian took the time to familiarize themselves with what I wanted and needed to ensure that my aACE solution would match my workflows before I loaded the software onto my machines."

Todd has been thrilled with the results. His staff picked up on the new software right away, and importing information from his old system was a snap. "I don't see how you can not make the change to aACE," he says.

SUCCESS AND Q&A TESTIMONIALS

Here is what Knight Hardwood Flooring Inc.'s Vice President, Todd Breedlove, has to say about the results of the aACE software implementation:

How do you feel about the results?

I love this software, it's more than I expected. Michael is one of the most intelligent people I've ever dealt with. His methods are awesome; one-hour sessions and homework make you stronger with the software. He is patient, listens well, and notes every conversation. His follow-up to questions and enhancements are second to none. There hasn't been an enhancement request that he's told me "no" or "it can't be done."

How do you feel about aACE support?

aACE's support system is streamlined and efficient. I spend very little time on the phone. I email support and within minutes I have a ticket open and continual follow-up until my issue is resolved. Let me make it clear that there have been very few problems with the software; I use the support system for what I want to see in the software in the future.

Who would you recommend aACE to?

I would recommend this software to anyone wanting to simplify his or her workflow, anyone who wants their software to work for them and not the other way around, and anyone tired of the ERP money pit!

