Making Technology Work For Moore Sonic Group

CARILLON® ERP

Moore Sonic Group: The Road to Productivity with Carillon® ERP

Carillon® ERP's advantages over MAS 90®:

- Tasks that took hours now take minutes

- Carillon® ERP is much quicker and more intuitive

- Document imaging made data transfer and communication faster

- Improved integration with OrderMatic®, making importing exponentially faster

- Easy-to-implement MICROS® interface when needed

- Multi-company functionality, never log in and out to switch between locations

- Online portal allows employees access to W-2s, paystubs, as well as address and W-4 changes

- Increased functionality such as intercompany capabilities, unlimited history, and the ability to print journals and ledgers as of any period/year

- Direct access to developers in addition to excellent on-site training and support

"**You wouldn't** believe how much faster and more intuitive Carillon® ERP is than MAS 90®. I feel like we can actually do our own jobs as opposed to someone else's. We are so much more productive now!"

Kristi Bourne: Office Manager **Moore Sonic Group**

Moore Sonic Group Case Study

The Challenges

- Previous ERP system, MAS 90®, operated on multiple databases and was slow and complex, which made everyday tasks a burden and hindered productivity
- Had to wait for data to update overnight and processing payroll took all day
- Payroll clerks were constantly burdened with requests from employees regarding hours, pay, taxes, etc.
- Had lacked functionality like historical data storage, digital document upload and storage, employee information access, and intercompany capabilities

The Strategy

- Enhance Carillon® ERP to meet all of Moore Sonic Group's needs, including a brand new interface with OrderMatic® and MICROS®
- Implement *Know it now*^{SM} management to ensure the ERP system provides the most accurate, up-to-date data instantaneously
- Find a company with excellent support for a quick, seamless implementation

The Results

- Carillon's system operates on one database and is much quicker, simpler, and more intuitive, allowing employees to be more productive
- With Carillon® ERP's real-time operation, data is updated and available immediately for any device in the system to access
- Writing checks, which used to take all afternoon, now takes 45 minutes or less
- The OrderMatic® interface works flawlessly: the data uploads instantly instead of overnight and there are no problems with system updates or upgrades
- MICROS® interface available when Moore Sonic Group implements MICROS® system
- Every Moore Sonic Group employee (or supervisor) can access their employee

The Success Story

There are numerous reasons why companies make the decision to change their ERP system. Companies site everything from the need for more functionality to their ERP provider going out of business or changing the products they support to the need for a truly real-time system that can provide instantaneous information. For the Moore family, who owns over 30 Sonic® drive-ins in Oklahoma and Arkansas, it was the need for an ERP system that made everyday tasks less tedious and difficult than with their current system, Sage ERP 100® (formerly MAS 90®). While this might sound like somewhat trivial reasons to switch ERP systems, consider that these problems pervaded every part of their system, greatly diminishing their productivity and, in turn, affected their profitability. The difference between the two systems far exceeded the expectations of Kristi Bourne, the Office Manager and "second in command." "You wouldn't

believe how much faster and more intuitive Carillon® ERP is than MAS 90®. I feel like we can actually do our own jobs as opposed to someone else's. We are so much more productive now!" Carillon® ERP not only has more functionality than most ERP products, especially MAS 90®, it also has real-time processing, excellent support and training, and is one of the more intuitive and logical systems around. Carillon® ERP was made to make your life easier and your business more effective and prosperous.

" **The lag time** between the different points in the process made my once-a-month task of writing checks take all afternoon. With Carillon® ERP the same task takes 45 minutes or less. "

Janet Moore; Owner & CEO   **Moore Sonic Group**

The biggest issue Moore Sonic Group had with MAS 90® was its "slowness." The system itself was slow, the OrderMatic® interface took a painfully long time to upload transactions, updating data consistently took overnight, and completing simple tasks could take hours. Carillon® ERP was able to remedy all of these issues for Moore Sonic Group. For example, over the years, MAS 90® became increasingly slow and cumbersome to use. One would think that a big advantage of using technology is the decrease in time it takes to complete tasks and find and retrieve information. However, after using MAS 90® for over 10 years, Moore Sonic no longer experienced these benefits. Janet Moore, one of the owners of the franchise, says, "The lag time between the different points in the process made my once-a-month task of writing checks take all afternoon. With Carillon® ERP the same task takes 45 minutes or less. I didn't even know just how much time I was wasting

until I saw just how quickly I could do this with Carillon® ERP!" From its inception, Carillon® ERP was designed to be used companywide; consequently, it was designed with the ability to process very large amounts of data with ease. This means those who use it will never experience a "slowing down" like Moore had with their MAS 90® system. In the short and long run, this can have tremendous effects on your day-to-day business operations and productivity. "Before we switched to Carillon® ERP, it would take over a day for data to get updated in our system," notes Bourne. "Coming to work the next day to find none of the data you entered the day before available to work with is not only incredibly frustrating, it also really decreases the amount of work I can accomplish that day." As stated by Bourne, Carillon® ERP remedied this situation. Moore Sonic Group never has to wait for the system to process and update any information, no matter the amount of data.

Another reason why Carillon® ERP functions much more quickly than MAS 90® is its real-time functionality. Unlike with other systems, data entered into Carillon® ERP gets posted immediately throughout the entire system; it does not require any push down from the server or batch processing. While many ERP companies say they are "real time," our clients have been hard pressed to find another system that actually updates instantaneously like Carillon® ERP. Bourne says, "With Carillon® ERP, the data I enter is available literally right after it's entered. I didn't even know that was possible because of the amount of data we have coming in from our 30 plus locations." Due to the instantaneous updates, there is no need to go through the arduous process of year or month end closing. Moore Sonic Group eliminated their year-end closing process, saving them countless hours, and they no longer have to close one period or year before working in another, including W-2s in payroll and 1099s in Accounts Payable.

"**Not only** is the system itself much faster, but the process I have to go through is simpler and more intuitive."

Janet Moore; Owner & CEO   Moore Sonic Group

Additionally, everyone at Moore Sonic Group now accomplishes tasks more quickly and with more ease because completing said tasks normally takes less steps and the steps themselves are more logical and easier to follow. "Not only is the system itself much faster, but the process I have to go through is simpler and more intuitive," says Bourne. With Carillon® ERP you can complete most tasks within one window and, if not, there is no need to close the current window to open another one. This feature is an upgrade from the tedious and time-consuming process in MAS 90® and has saved Moore Sonic Group a considerable amount of time. "I used to have to go in and out of so many windows and companies to complete a simple financial statement inquiry, but now it is so easy," notes Bourne. Carillon® ERP was designed by an IT professional with a background in accounting, who has implemented a myriad of different ERP systems. When designing Carillon® ERP, he wanted a system that took into consideration the end-user's perspective so that it would function more intuitively and easily. As such, you will accomplish most tasks in the most efficient, rational, and uncomplicated way. For Moore Sonic Group, this also meant that learning the system was easier. "The transition from MAS 90® was less difficult than originally expected," notes Moore.
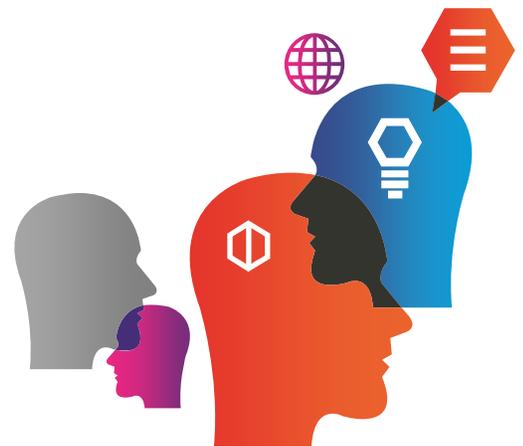
Carillon® ERP's integration with the document imaging system KwikTag® also reduces the amount of time tasks take, the amount of paper documents needed to be stored, as well as enables Moore Sonic Group to improve some of the ways they do business. "Eliminating all of our paper, warehouses worth, will be wonderful!" remarks Bourne. For instance, with MAS 90® the corporate office had to wait for every invoice, employee hiring form, and other paper information to be sent via snail mail from all of their 30 plus locations, and they had to wait until the end of the week because the drive-ins usually only wanted to send one package. With Carillon® ERP every location now has the ability to scan documents into the system and every authorized user can see and print these documents right after they are scanned, no matter where they are located. The payroll clerks in charge of entering new employees into the system can now do so on a case-by-case basis instead of waiting for a bulk package that normally arrived right before payroll was due. KwikTag®'s document imaging also enabled Moore Sonic Group to change the way they deal with food order invoices. Before Carillon® ERP, Moore Sonic Group had to pay their food order invoices from all of their drive-ins before actually seeing the invoices because the payments were due the next day. With the addition of KwikTag®, they can look at their bills, correct any errors, and make any additional changes before paying the invoice rather than being out of pocket when dealing with issues that arose.

WebPack, Carillon® ERP's online portal for employees, vendors, customers, and salespeople, enables these groups to perform simple, easy, and safe information inquiries, thereby minimizing the workload strain on your Accounting Department. Moore Sonic Group mostly utilizes the employee options. For example, one of the biggest benefits is that they no longer have to mail paper paystubs to all of their employees. Instead, each employee can log on to WebPack, using their unique ID and password, and retrieve and print their paystubs. This not only saves them time and money not having to put together and mail paystubs every month, but the payroll clerks also do not have to deal with requests from employees to look up and mail out old paystubs. Additionally, employees can now get W-2 forms, make changes to their W-4 forms, see their year-to-date payroll summaries, and more. And if an employee does not have Internet access, their supervisor can do any of these things for them. Overall, this both empowers Moore Sonic Group's employees and lets their payroll clerks spend their time on more pressing matters. "WebPack saves Sarah, our payroll clerk, so much time because she doesn't have to perform a bunch of trivial tasks for our employees anymore," states Bourne.

kwiktag®
Powerful. Practical. Proven.
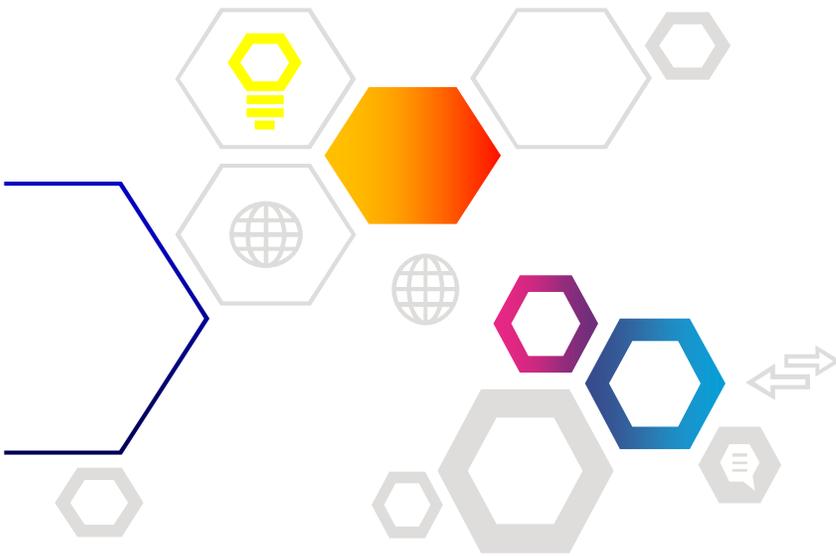
> **"Carillon has made** several personal enhancements that have really saved us time and hassle and have made us more productive. **"**

Kristi Bourne: Office Manager **Moore Sonic Group**

Moreover, Moore Sonic Group needed an ERP system that was scalable, adaptable to their unique requirements, and able to interface with Ordermatic®. Moore explains, "Carillon wasn't just one of the few systems that was **willing** to develop an interface to our POS software, they seemed to be the only one that could actually do it." She goes on to say, "Their willingness to enhance the ERP system to meet our unique business needs is one of the things that really drew us to the system." In order for the system to meet all of their needs, Moore Sonic Group needed system enhancements ranging from the creation of customized reports to online payroll features to a streamlined employee creation window. "Carillon has made several personal enhancements that have really saved us time and hassle and have made us more productive," explains Bourne. One of Carillon's most unique attributes is its desire to meet all of its clients' business needs. This means that all enhancements are developed in-house and are added to the core product, eliminating any future updating issues that one normally experiences with third-party add-ons. Implementing new builds and/or versions is easy!

Carillon® ERP prides itself on its extensive, and ever-growing, functionality. If we don't have a feature it is because none of our clients have asked for it yet! Bourne says, "When Carillon came and demoed for us they were adamant that they could provide little tweaks as well as enhancements to the program. That was very appealing to us." For instance, unlike MAS 90®, Carillon® ERP has fully developed intercompany functionality. With this functionality you can easily allocate costs across multiple companies, with the system automatically generating the intercompany payables and receivables. For example, if Ms. Moore were to buy new uniforms in bulk on one invoice, she can then allocate that cost to multiple drive-in locations. Additionally, Carillon® ERP's multi-company functional-

ity allows Moore Sonic to manage all of their drive-in locations with the same log in because the system holds all information on one database unlike MAS 90® that uses a different database for every company. In fact, you can have multiple companies' information on the screen at the same time because the system is also multi-window! Unlike MAS 90® Carillon® ERP features the ability to print any part of your ledgers or journals as of any period or year. It also allows you to store unlimited years of history within the system making it easier to store data and find specific information when needed. Hence, never again will Moore Sonic Group go through an arduous year-end close, nor will they to purge old data during the process like they did with MAS 90®.

"One of the most unexpected benefits of Carillon is the level of customer service, support, and training they give their clients. **"**

Kristi Bourne: Office Manager Moore Sonic Group

Lastly, Moore Sonic Group also noticed that Carillon's excellent support and training helped their implementation run smoothly and successfully. "One of the most unexpected benefits of Carillon is the level of customer service, support, and training they give their clients," explains Bourne. "Sometimes you just don't grasp things if you are getting support over the phone or having them remote log in to your computer. Having a live body there really helps you to understand everything better." Carillon® ERP is known for its customer service, support, and training. No matter where a client is located, Carillon aims to provide as much on-site user training as possible, as well as on-site support if it's needed down the

road. While Carillon might not be in your back-yard, we do give you direct access to a Developer, Senior Manager, and Q&A team member to help you through any training or technical issues. Moore Sonic Group, like many others, has found this to be more beneficial than a local dealer who knows considerably less about the technical side of the ERP system and who most likely cannot develop when you want enhancements. Bourne says, "Despite not being located in the same state as Carillon, we have never had a problem getting them to come out here to help us and it's really nice to deal with the same few people, who know our business, any time we need assistance!"
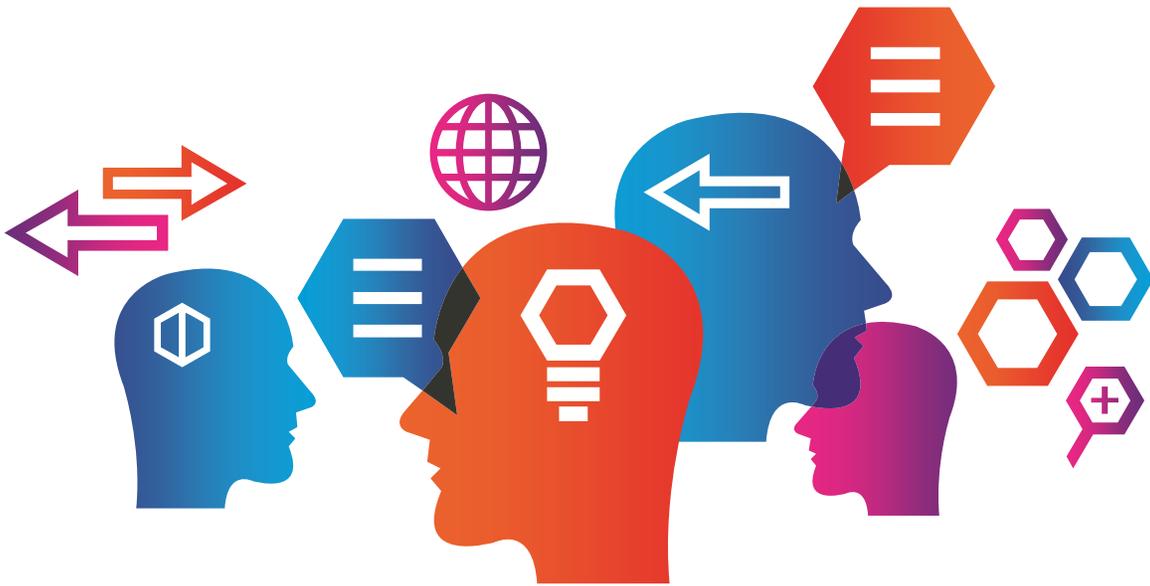
CONTACT

phone: 1-877-CARILLON
email: info@CarillonERP.com

Please Note:

There is no relationship or association between Sonic Corporation and Carillon Financials Corporation. Sonic Corporation has not approved Carillon Financials Corp. as an approved vendor/supplier.

Additionally, the views expressed by Sonic franchisees are their own personal views (unless otherwise stated) and do not represent the views of Sonic Corporation.

Put our solution to the test,

contact us for a free demo today.

ABOUT CARILLON

Carillon Financials Corp. is the developer of Carillon's ERP and CRM Solution. We were founded in 1990 and the development of Carillon® ERP began in 1992. Our first installation was performed in 1994. Carillon brings experience to the marketplace with our expertise in design, development, consulting and use of *Know it now*[SM] management.

Carillon® ERP was designed and developed from the beginning to provide a complete ERP solution, keeping in mind the end users perspective. It features rich, real-time manufacturing systems. It provides the end user with up-to-the-second information allowing instant access to business critical information. If you want a cloud-capable, real-time ERP/CRM that can grow as your business grows as well as have the option enhance the product at any time to meet your functionality requirements, then Carillon® ERP is your solution! Even better, we were ranked among the top ten mid-market ERP solutions by The Journal of Accountancy.

We have numerous Carillon® ERP installations all over the world, including throughout the United States, Canada, Bermuda, and the South Pacific.

CARILLON

12221 MERIT DRIVE SUITE 550, DALLAS TX 75251 | p: (972) 437-2230

WWW.CARILLONERP.COM