

# Customer Success Story



THE ANSWER COMPANY



[www.qmbearing.com](http://www.qmbearing.com)

QM Bearings manufactures and supplies top quality, heavy duty mounted roller bearing units, shaft couplings, and other power transmission components to industrial clients around the world. QM has five separate manufacturing and warehousing centers in British Columbia, Ontario, Washington State, and Ohio.



THE ANSWER COMPANY

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The Answer Company has installed, customized, supported, and provided training for businesses across North America since 1994. Its experienced technical team works with clients from project assessment through systems implementation and beyond, evaluating business processes and recommending the most appropriate solutions. The Answer Company's consultants, technical staff, installation experts and trainers are all committed to providing excellent customer service.

## QM Bearings: High Technology From Factory Floor to Finance Desk

DELTA, BC - QM Bearings and Power Transmission uses leading edge technology to manufacture its top quality roller bearings, shaft couplings, and other heavy-duty industrial equipment as efficiently as possible. Customers around the world have come to rely on QM Bearings products to keep their own machinery running. QM needed the same kind of reliable, solid performance from its financial software.

### The Challenge: Accurate Information Across North America

QM wanted to maintain much of the functionality of its current accounting system, while improving financial information and controls. Visual Manufacturing, the software they used, relied heavily on capturing manufacturing data such as labour and material. Labour capturing was particularly time consuming and QM needed a simpler process.

"The financial modules in our old manufacturing and accounting software were providing us inconsistent information," said Justin Gu, QM's Controller, "and the supplier's remote technical support created problems."

With five manufacturing and warehousing centres across North America, QM also needed to move data between offices as seamlessly as possible, preferably using QM's existing Citrix data-sharing infrastructure. The goal was to supply accurate information, both within the company to QM's sales and production areas, as well as outside to its customers.

### The Solution: MAS 200 Software and The Answer Company

QM called on The Answer Company, a Canadian consulting firm with over a decade of experience, to help define its technical needs and customize an accounting system. They also wanted ongoing support after the new system was up and running.

Evaluating three alternatives, QM and The Answer Company eventually selected MAS 200 from Sage Software, a customizable accounting, distribution and manufacturing system that includes full financials with multiple currencies, distribution requirements and simplified manufacturing including Bills of Materials with options.

"QM's previous system relied heavily on gathering data on labour and material costs," said Ian Merkel, Manufacturing Solutions Specialist with The Answer Company. "To reduce this time-consuming process, we replaced QM's work order system with a simplified Bill of Material system where the company can more easily capture specific labour on customized products. We also made some simple modifications to make QM's inventory visible to all five locations, which are maintained as separate business entities."

Some of MAS 200's other Distribution and Manufacturing modules were also deployed, including sales orders, purchase orders, inventory control, and MRP planning.

### The Benefits: More Accurate Financials, Better Inventory Control

Justin Gu quickly saw the effects of the new software, with stronger sales order and inventory control.

"We're quite satisfied with MAS 200 and the customization work The Answer Company did for us," he said. "Information is easier to retrieve from the system, which means response time to customer inquiries has been reduced. Both our accounting and production departments are now more efficient. The Answer Company's support and response time has always been quick and their support team is very knowledgeable about the system."

MAS 200 is also optimized for Internet-based networking, which Gu said makes it ideally suited for file and resource sharing over QM's intra-office wide area network. "Each branch has full online access to its specific areas, while head office can access the entire system."