



BACKGROUND

Since 1983, MMTC Inc. has been the go-to authority for access control and power transmission devices in central New Jersey. The company is known for its robust inventory of key switches, keypads, motion detectors, photocells, and other entry devices. Garage door installers, facility managers, and homeowners rely on MMTC for the components they need to set up convenient and secure entry/exit systems for parking lots, storage facilities, industrial plants, multi-family properties, and residential garages.

Customer
MMTC, INC.

Industry
**Residential & Commercial
Access Controls**

Location
Flanders, NJ

“ We’re receiving about 20 orders a day in our Sage 100 system automatically by using the Web-Stor solution. I used to have to input everything manually. And, since the credit card gets pulled through I don’t have to always contact our customers like I used to. It’s a huge time-saver and our customers are more satisfied. Everyone at Kissinger is easy to work with. They understood our needs and created an integration solution that gives us exactly what we wanted. ”

—Jennifer Callanan
Office Manager,
MMTC, Inc.

CHALLENGE

Many MMTC customers connect directly with the company’s sales team to place orders, but a growing number place orders on the company’s website. The original 10-year-old website, built on the open source ASP.NET framework, allowed customers to place orders but did not connect with any other systems.

The old site’s order processing was tedious and time-consuming. Online orders had to be manually re-typed into the company’s Sage 100 system. Credit card orders were processed manually, offline. Separate invoices had to be created in Sage 100 for Net 30 customers.

MMTC Office Manager, Jennifer Callanan, decided it was time for new technology and a partner who could provide the integration and automation required to streamline the company’s order processing workflows and enhanced security.

SOLUTION

Jennifer researched the company’s options, engaged a web developer to design a new site, and selected Web-Stor by Kissinger Associates for integrating eCommerce transactions with MMTC’s Sage 100 ERP system.

The new site was built on the WordPress content management system (which is easy for Jennifer to update when content changes are needed) and the company selected a popular eCommerce platform.

Web-Stor connects the eCommerce platform and Sage 100 seamlessly, eliminating time-consuming manual data entry, preventing costly data copying errors, and making Sage 100 features available for buyers on the company’s website. The real-time, bi-directional data sync updates product information, stock levels, pricing, and shipping data in both systems so users can easily track order fulfillment from sale to shipment. Web-Stor also pulls in links to transaction details at the credit card processor for easy one-click lookups. “I used to have to input everything manually. Since the credit card gets pulled through I don’t have to always contact our customers like I used to,” Jennifer explained.

RESULTS

Web-Stor eCommerce integration provides MMTC with streamlined operations and convenient online buying experiences for B2B and B2C customers.

- **Streamlined, customized workflow:** The Sage 100 integration speeds order processing significantly. Jennifer opted to have Kissinger Associates configure the online store to accommodate both credit card payments for new customers and Net 30 orders for existing customers. She also elected to have orders populate in Sage 100 in a hold status so she could review them before making them active. This allows her to ensure the components are compatible and that each order is correct and complete before processing.
- **Data Synchronization:** The Web-Stor integration streamlines data synchronization, so orders are processed faster and without errors in Sage 100. Credit card orders are more secure. The new system helps MMTC deliver the same personalized customer service to online customers that their in-person customers expect.
- **Time Savings:** Not having to retype online orders saves Jennifer and her team a significant amount of time, especially on Monday mornings and Friday afternoons when online order volumes peak, adding productive hours back into their week.
- **Increased Order Volume:** The new website and ERP eCommerce integration have been a hit with customers and online orders have increased. The modern shopping cart experience and online customers' access to accurate, real-time information makes online ordering easy.

Web-Stor greatly simplified MMTC's transition to new web technology. Connecting easy-to-use front end web content tools with advanced functionality from Sage 100 delivers the best of both systems to better serve customers and employees.

WHY CHOOSE KISSINGER?

Proactive Project Management and Communication

When you choose a Kissinger solution, you will always feel informed and confident about the progress and status of your project. You have access to the same documentation and tools our team uses so you can see what's happening, understand the responsibilities of everyone involved, view the timeline and deadlines, and communicate with the team at any time. From kickoff through go-live, your project team will invite you to project meetings to keep you informed, address questions, and make sure all necessary resources stay aligned to keep project goals on target.

Unparalleled Sage 100 and eCommerce Integration Depth

We've been integrating other systems with Sage 100 since 1989 and have been a leading provider of EDI and eCommerce integration solutions for the majority of that time. Our technical depth and Sage 100 resource breadth are unmatched in the industry.

98.8% Support Satisfaction

We pride ourselves on delivering excellence in customer support. It's one of the things that sets Kissinger apart.

ABOUT KISSINGER ASSOCIATES, INC.

We help leaders of small and mid-sized companies use business technology solutions to operate more effectively, efficiently, and with greater profitability. Since 1985, Kissinger Associates has been helping businesses reach their full potential with software solutions and consulting services that harness technology to empower employees, serve customers with excellence, and maximize profitability. Removing obstacles to business growth is our passion.

Sage Tech Partner

REAL WORLD EXPERIENCE | REAL TIME SERVICE | REAL RESULTS

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