



Hard Time Products

Levels Up With Sage Intacct

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Case Study Snapshot



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The Situation

[Hard Time Products](#), based in Rome, Georgia, is growing fast. In fact, they doubled their sales year-over-year and have set an ambitious yet attainable goal to triple sales in the next fiscal year.

Hard Time Products provides supplies and services for correctional and detention facilities. Their business model is unique in that it is a multientity company with two divisions: one providing traditional warehousing services and the other providing dropshipping services.

This made accounting and inventory management laborious. Some of the challenges included:

- **Limited reporting:** Visibility across multiple departments to create custom columns, rows, calculations, etc., for reports was desired. Manually combining reports was time-consuming.
- **Manual order entry:** Hard Time Products has several orders with more than 200 line items. Each had to be entered manually, which took several hours to complete.
- **Limited visibility:** Inventory tracking and history often required manual processes. The need to streamline these activities and make transaction history more visible was clear.



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– **Chase Patterson**, VP of Operations and Sales at Hard Time Products



- **Dropshipping inventory management:** The accounting platform used at the time caused inventory valuations to be inflated. For example, Hard Time Products may have had 20 cases of a product stored in their warehouse. However, if they were dropshipping 10 cases of the product to a customer, the accounting software would show 30 cases available in the warehouse even though that was not accurate.

Chase Patterson, VP of Operations and Sales at Hard Time Products, knew they needed a more robust accounting software service. Patterson evaluated several accounting platforms before continuing the conversation with [Sage](#).

The Solution

During a scoping call with Sage, Patterson was introduced to the Business Technology Services team at Forvis Mazars to learn more about Sage Intacct.

Sage Intacct is a cloud-based accounting system designed to help growing businesses make informed decisions. It gathers information from across the organization and provides real-time insight into revenue, cash flow, and profitability.

“It was refreshing to know so many of our processes would be streamlined and that Sage Intacct’s capabilities could keep up with our growing demand,” Patterson says.

“After getting to know more about the Forvis Mazars team’s experience and values, it felt like a good fit for us to partner with them for our Sage Intacct project,” Patterson continues.

Together, Patterson and the team at Forvis Mazars customized and implemented Sage Intacct at Hard Time Products.

“Having the ability to have real-time reporting, detailed inventory views, and advance capabilities to analyze our profitability has given our company the extra confidence we need to meet our goals,” Patterson says.

“The team at Forvis Mazars has been great to work with,” says Patterson. “They even coded a way for our team to select ‘warehouse’ or ‘dropship’ when preparing a sales order. Then the workflow is streamlined appropriately based on this selection. This allows us to operate under two entities smoothly.”

The Benefits

Custom reporting: Sage Intacct’s advanced reporting enables the Hard Time Products team to create a master custom report that sources data from multiple departments. This reduces manual processes and provides key information, like visibility into stock keeping unit (SKU) attributes, order statuses, costs, custom fields, and more.

Cycle counting: Sage Intacct’s cycle counts is reportedly one of the easiest Patterson has used in comparison to other products. Any adjustments are detailed across the columns on the main page and include comment fields.

Order import: According to Patterson, the order import function is a “game changer” for Hard Time Products. Keying by hand 200+ line items on an order would take several hours; now, it takes less than 30 minutes to format and import large order entries.

Order entry specificity: On every order, there is capability to enter a class, department, location, bin, and available quantity for each SKU. In addition, Sage Intacct shows the current item quantity on the side of the screen for immediate viewing.

The Benefits, continued

Dropshipping inventory management: Hard Time Products' dropshipping service accounts for about 40% of its business. The way the team at Forvis Mazars customized the Sage Intacct system to include "warehouse" or "dropship" line items for sales orders and then trigger smart rules based on which option was selected allows for an accurate assessment of current and "real" on-site inventory.

PO receiver efficiencies: Each order received can be classified by class, department, location, etc. There's also the ability to tag employees with an "@" symbol so they can immediately review the price, which streamlines the process.

File management: Uploading a signed invoice or picture of a shipment that left the facility intact has been another great feature, Patterson comments. The file management feature supports enhanced documentation, visibility, and collaboration. In addition, it's helping Hard Time Products go paperless.

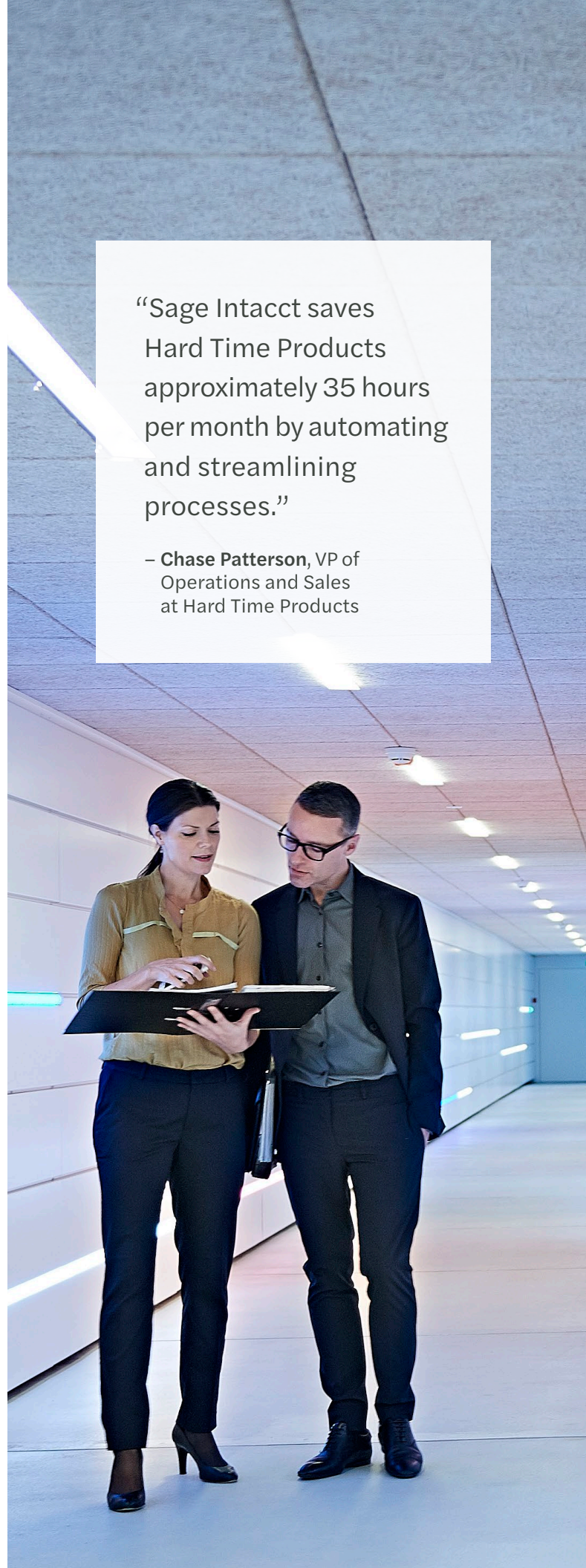
Streamlined workflows: For Hard Time Products, the biggest benefit Sage Intacct provides is streamlined workflows. Patterson estimates that Sage Intacct saves them 35 hours per month by automating and streamlining processes.

"In summary, the advanced reporting and automation Sage Intacct provides us gives our company advantages we would never be able to access with other software services," Patterson says. "More importantly, Sage Intacct gives us a platform to scale and grow our business while remaining confident that our financial reports are accurate and built with clean data."

Next, Patterson, with assistance from the Forvis Mazars team, will integrate Hard Time Products' Sage Intacct with the company's customer relationship management (CRM) software, Salesforce, to create more workflows, efficiencies, and advanced forecasting reports.

"Sage Intacct saves Hard Time Products approximately 35 hours per month by automating and streamlining processes."

– Chase Patterson, VP of Operations and Sales at Hard Time Products



Business Technology Services at Forvis Mazars provides enterprise resource planning (ERP) and CRM platform analysis, design, implementation, upgrade, training, and support services. We help organizations define and execute their digital transformation journeys.

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