



## SWK MAPADOC EDI | CASE STUDY



# MAPADOC Keeps dreamGEAR On Top of its Game

### Client Information:

dreamGEAR

### Headquarters:

Torrance, California

### Industry:

Wholesale Distribution

### Software Solution:

MAPADOC EDI

dreamGEAR is one of the fastest growing video game and iPod/MP3 accessory companies in the United States. The management team behind dreamGEAR is dedicated to ensuring that the brand continues to provide innovative products, superior customer service, speedy delivery and competitive pricing. Its products are sold through major retailers, including Best Buy, Toy-R-U's, Target and Amazon.com.



To succeed in a competitive marketplace, dreamGEAR's distribution channel must be highly efficient. To help maintain its competitive edge, dreamGEAR moved from an outsourced EDI solution to MAPADOC EDI.

### Bring EDI In House

The company has traded via EDI since just shortly after it was founded, but until recently, it used a third-party EDI provider. An import utility brought much of the order data into the company's accounting software, but each order required individual attention and many tasks had to be completed manually.

"We were much smaller then, and the third-party option seemed an easy way to go," says Olivia Arevalo, accounting manager. "It was a highly manual process that was manageable at first, but as our business grew, it became inefficient."

Using Sage ERP MAS 90 as its accounting and operations software, dreamGEAR began looking for an integrated EDI solution that would automate many of the processes that were previously performed manually, as well as give the company full control over the EDI process that was lacking with the outsourced solution.

"We wanted a system that would allow us to react more quickly, such as when a chargeback is assessed," says Arevalo. "An in-house option gives us that control and allows us to quickly comply with new or changing requirements our customers may impose."

### Processing Time Cut In Half

With the former outsourced option, staff had to visit the provider's website to send Advanced Ship Notices (ASNs) and invoices, and to print customer labels. It was a cumbersome set of extra steps, which led to processing errors.

### About SWK Technologies, Inc.

SWK Technologies, Inc. is a unique IT consulting company providing strategies and solutions to meet its clients' information and business management needs.

As a Sage Software Partner, SWK Technologies offers best of breed solutions for accounting and business management, human resources and payroll, customer relationship management (CRM), job management, and warehouse management.

Specializing in collaborative commerce, the communication and cooperation between suppliers and customers, SWK Technologies is the publisher of MAPADOC, an embedded EDI solution for Sage ERP MAS 90, Sage ERP MAS 200 and Sage ERP MAS 500. MAPADOC EDI is used successfully by companies in dozens of industries trading with hundreds of different trading partners.

### SWK Technologies, Inc.

520 Regent Street  
Suite 520  
Livingston, New Jersey 07039  
(866) MAPADOC or (866) 627-2362  
(973) 758-6120 fax  
www.mapadoc.com



"Now we accomplish all of this within Sage ERP MAS 90. It is an accurate, integrated process rather than separate tasks," says Arevalo.

Before implementing MAPADOC, one full-time employee was required to handle the tasks involved in processing EDI. As a result, the company attributes significant time savings to MAPADOC. "We literally cut the time spent on EDI processing in half," says Arevalo. "We are saving money *and* time. We can use the time saved in other vital areas of our operation."

### Smooth Implementation

dreamGEAR analyzed several EDI products, including MAPADOC. "When we spoke to SWK Technologies, we got a good feeling about the company and their product," says Arevalo. "They impressed us with their level of expertise with EDI and with their experience implementing it."

The switch to MAPADOC went smoothly, with quick approval obtained from each trading partner. "SWK was very efficient and organized, gathering all the data we needed to make the transition and ensuring all the maps were in complete compliance," she says. "They planned well and executed perfectly. Now we are running all 20 of our trading partners' business through the product."

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Arevalo also praises the ongoing support she receives from SWK Technologies consultants. "They are quick, responsive and very easy to reach. We have learned to make many of the changes to the maps on our own, but when we have a question, SWK Technologies is still our best resource for answers."

### Trusted Solution

"I wish I would have discovered MAPADOC sooner—it has made my life so much easier," says Arevalo. "This is the best decision we have made regarding our distribution operation."

Arevalo says that dreamGEAR has been contacted by other EDI providers. "I tell them: 'You're too late, we are very happy with MAPADOC.'"