



# Challenges with time and efficiency resolved thanks to CMS and Sage MAS 200

## Success Story

### The Challenge

Struggling with inefficiency in processing, Pyramid Technologies was looking to streamline multiple business applications.

### The Solution

CMS integrated Sage MAS 200, Sage SalesLogix CRM System, as well as several third party products to provide a consolidated solution with greater access to information.

### The Results

Pyramid is saving over \$130,000 in projected staffing costs and shipping error reductions.



For nearly 40 years, Pyramid Technologies has provided cost-conscious time keeping solutions for businesses of all sizes and from a variety of industries. Headquartered in Meriden, Connecticut, Pyramid manufactures products that range from simple, inexpensive mechanical time recorders to sophisticated time and attendance solutions and GPS synchronized wireless clock systems.

With a skilled design and engineering staff, Pyramid assures their product quality is cutting edge, while still maintaining cost savings for clients. Customer satisfaction is Pyramid's top priority.

### Time and Efficiency Issues

Pyramid Technologies prides themselves in being efficient and timely, the same thing they hope to help their customers accomplish in their own businesses. However, their business management software was not providing the efficiency they needed. With the addition of a new line of wireless clocks and increased sales, Pyramid was looking to better manage their entire business process. They weren't able to use all the features of their current system and thus, weren't running their business very resourcefully. Most of the programs had to be ran individually by the person trained in that program, which made it difficult to manage. They needed to integrate systems so the programs could run seamlessly instead of separately. Moreover, needless errors in shipping were occurring because data entry wasn't streamlined.

### The Right Solution, Right on Time

After looking at their options and going through an extensive interview process,



Pyramid Technologies decided to partner with Computer Management Services (CMS). Mr. Marlowe Gronbeck, Vice President of Finance at Pyramid Technologies, stated that "CMS had the breadth of experience that would allow us to move to a higher level as far as our business management system is concerned." Pyramid wanted an EDI system that met customer requirements and became more efficient. Once Mr. Harvey Payton, Executive Vice President of Computer Management Services, had assessed the needs of Pyramid Technologies and their current software, he decided to integrate Sage MAS 200, Sage SalesLogix CRM System, MAPADOC EDI Solution, and Data Habitat, "four extremely flexible and robust applications" Payton comments, as well as StarShip Shipping System and ProClarity. With these new applications came incorporation in the areas of accounting, distributing, manufacturing, shipping, credit card processing, data warehousing, and data analysis.

Gronbeck commented that, "We were pushing very hard to accelerate the timeline and appropriately CMS pushed back and made us do our homework prior to upgrading. I'm convinced that this initial planning time up front was the key to the seamless transition."

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*"With the help of Computer Management Specialists we've saved over \$100,000 per year as a result of implementing our new system"*

Marlowe Gronbeck, Pyramid Technologies



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

### Company Profile

#### Type of Business:

Time and Attendance  
Provider

#### Headquarters:

Meriden, Connecticut

#### Other Information:

60 employees at one  
location in Meriden

### System Profile

Sage MAS 200  
Sage SalesLogix CRM System  
StarShip Shipping System  
Data Habitat  
MAPADOC EDI Solution  
ProClarity

### Saving Time and Money

Pyramid Technologies moved from a complicated, unfriendly system to a seamlessly integrated solution. Sage SalesLogix CRM System coupled with Sage MAS 200 allowed them real-time access to customer projects and the ability to add details as they tracked orders. They were also able to better



communicate tracking information to the customer and generate automated invoices. Using one integrated system rather than separate components saved Pyramid from needing to add staff in order to handle the increase in sales. Because the new applications run so efficiently, they estimate a \$100,000 a year savings in staffing costs alone. In addition, their shipping errors were sharply reduced, which saves them an additional \$25,000-\$30,000.

CMS continues to partner with Pyramid Technologies. As Payton stated, "We are continually doing projects for them that aid them in increased efficiency and to substantiate their growth strategies for the next five years."

### Great Customer Service Equals Great Business

Pyramid Technologies' tagline reads, "Time is Money. Your Company's Money." As a provider of time solutions it was important for their company to be efficient. With the new programs implemented by Computer Management Services, Pyramid was able to save both time and money, which they, in turn, can pass on to their customers. "Our focus is serving customers—all of this has allowed us to improve the quality of service to our customers. We can provide tracking information and greater accuracy, which allows us to meet needs and get our product out and on time." concludes Gronbeck.

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