

Specialty A/C Products Chooses PanatrackerGP to Automate Inventory Tracking, Improve Accuracy and Eliminate Manual Paper Processes



For nearly three decades, Specialty A/C Products has been a trusted wholesale distributor, parts supplier and service provider for commercial and residential HVAC equipment. With 4 operational divisions, 7 offices and 200 employees, it was becoming increasingly difficult for the company to maintain control of their inventory, serial number tracking, cycle counts and inventory counts.

Time to Ditch the Spreadsheets

Using manual and paper-based processes presented a number of problems including delayed orders, costly errors and redundant data entry by staff. While inaccuracies in their inventory were impacting the company's bottom line, more importantly the company wanted to prevent issues from affecting their biggest asset – their customers. Specialty A/C Products prides itself on exceptional service to both vendors and customers and depends on accuracy and efficiency to sustain the excellence they strive to deliver. Not wanting to risk a decline in customer satisfaction, or their reputation, it was time to find a better solution.

The Search for Cost-Effective Integration

Specialty A/C Products wanted to leverage their investment in Microsoft Dynamics GP and searched for a solution that would easily integrate with their existing systems. The first option was to have a local provider build an entirely new software system that would interface with GP, but this scenario was expensive and would take too much time to implement and maintain.

When the Specialty A/C Products team discovered PanatrackerGP by Panatrack, it was the perfect fit. Not only was it a tried and true product already designed to integrate seamlessly with GP, but it would be affordable to implement and maintain, and would provide the flexibility they needed. The robust barcode technology and easy-to-use handheld system offered an intuitive user environment and the ability to tailor the configuration to align with the company's requirements.



Specialty A/C Products

Industry: Distribution and Service

Locations: 7

Employees: ~200

Project solutions:

- PanatrackerGP
- Motorola Handheld Devices

Project outcomes:

- Accurate Inventory and Cycle Counts
- Automated Inventory Tracking and Order Fulfillment
- Real-time Integration with Microsoft Dynamics GP



PanatrackerGP Was Ready to Go

Anxious to get started, Specialty A/C Products decided to implement the system within two of their residential divisions, collectively responsible for managing approximately \$20M in inventory per year. Panatrack listened to their requirements and objectives, helped them determine the modules they would need and ordered their Motorola handheld devices. Once delivered, Panatrack worked with their IT support staff remotely to provide step-by-step instructions on how to properly configure their devices, connect to their wireless network and interface with GP. Panatrack also added a new feature that easily associated their manufacturers' item numbers to their GP item numbers, thus simplifying their labeling and scanning for existing inventory.

"PanatrackerGP worked so well right out of the box, we required very little customization for it to work exactly the way we needed it to. The improvements were immediate and we have been thrilled with both the solution and Panatrack's caring support team."

Pat Santana, IT Support,
Specialty A/C Products

Real-Time Data. Accurate Results.

From the warehouse to accounting, Specialty A/C Products is enjoying a streamlined, efficient and accurate way to manage their inventory. Everything is electronic and instant so once the barcode gets scanned in the warehouse, it's automatically submitted to GP, making it easy for accounting to pull serial numbers and create documentation without having to re-enter it from handwritten spreadsheets. Vendors are getting the accurate information they demand and customers are receiving orders that have been pulled quickly and correctly.

"Panatrack's investment in their product and their customer is stellar," says Pat Santana, Specialty A/C Products's IT specialist. "They've been right there any time we've needed them whether it's to answer a simple question or walk us through a configuration or update. We're hoping to implement PanatrackerGP into all of our divisions and locations in the near future."



About Specialty A/C Products:

Specialty A/C Products is a respected HVAC distributor, parts supplier and service provider who needed to replace manual, paper-based processes with more efficient and accurate inventory and serial number tracking and counting capabilities.

About Panatrack

Panatrack is a specialized software development firm focused on creating innovative and intuitive warehouse management solutions for tracking of inventory, assets and activities. Using data-capture technologies such as barcode, RFID and mobile handheld computers, Panatrack's suite of inventory and shipping solutions are designed to integrate seamlessly with Microsoft Dynamics GP, improve speed and accuracy and deliver a fast return on investment.

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