



ORGANIZATION SIZE: 100 EMPLOYEES

EWS PARTNER SINCE: 2006

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NICK ABBATANGELO,
CFO OF HUMBOLDT STORAGE & MOVING

HUMBOLDT'S REVENUE RATIO
PER EMPLOYEE HAS SEEN A
17%
INCREASE SINCE THEY
DEPLOYED IN 2006.

BACKGROUND

Humboldt Storage and Moving assist companies and families with everything involved in the moving process, from relocating employees to moving valuable belongings. Based out of Boston, MA, Humboldt also provides moving services for cross-country relocations. Having been in business for over 100 years, Humboldt understands the stress that goes along with moving and strives to meet their ultimate goal of creating a relaxing experience for all of their clients.

THE PROBLEM

As a member of the United Van Lines operation, Humboldt was processing their orders, customer data and billing through legacy systems and applications. These were green screens, DOS-based

systems that made it difficult to enter orders correctly. It would take them at least 6 weeks to train new staff to enter an order and process it efficiently. This greatly limited Humboldt as they became more focused on who knew the system versus the quality of work they were providing. The order entry systems were also all paper based which increased the chances of manual errors. CFO Nick Abbatangelo stresses, “Our employees were servicing the system and not the customer. They just weren’t able to place the focus where it mattered the most.” These internal limitations restricted Humboldt in multiple ways. Humboldt needed streamlined processes in place that could limit manual errors, enhance customer service capabilities, and provide financial insight so they could plan for the future and ultimately become a more profitable business.

MoversSuite

EWS

SOLUTION

In 2005, United Van Lines pushed Humboldt into researching other options as they were discontinuing the software they had provided for years. After researching, Humboldt determined that EWS Group's MoversSuite was the most optimal choice. Abbatangelo states, "EWS Group's Microsoft Dynamics GP and MoversSuite were Windows based applications that were extremely easy and self-explanatory. They knew the industry and understood the pains we were experiencing." Humboldt implemented MoversSuite and Microsoft Dynamics GP in the spring of 2006. To streamline the process, Humboldt compiled a team of 10 project managers within the company to oversee decisions and planning throughout the implementation

BENEFITS

Together, MoversSuite and Microsoft Dynamics GP are helping Humboldt reach their ultimate goal of creating a relaxing experience for their clients. "Our biggest improvement has been in our customer service department. Our employees can actually understand the system and entering an order is no longer rocket science." The accounting applications were the last to be installed, but the transfer was completely seamless. Humboldt started with a new set of books but still had access to everything prior, giving them insight into their finances almost instantly. Training has been reduced from 6 weeks to now a few days. They used to spend hours entering their customer and financial data manually, but now with MoversSuite and Microsoft Dynamics GP, it's all connected on the backend. Customer service representatives are now able to manage more moves on a daily basis. They can manage about 15-20% more moves annually. MoversSuite makes it easy with task reminders so representatives know when to follow up and how. They can also easily share notes with other agents throughout United Van Lines about customer conversations and email correspondence. Management of the moving process has never been easier as MoversSuite is the one stop shop for all updates and Humboldt can now trust that the information is correct.

Due to the efficiencies now in place with MoversSuite, Humboldt is now able to easily identify profit margins on various product

THIS DECADE HAS BEEN THE WORST FOR SALES GROWTH, BUT WE'RE STILL ABLE TO SUSTAIN A PROFIT THANKS TO MOVERSSUITE AND MICROSOFT DYNAMICS GP."

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lines, which has allowed them to generate additional profits not previously realized. Because of the automated processes and accurate information that MoversSuite is able to provide, Humboldt's Revenue Ratio per Employee has seen a 17% increase since they deployed in 2006.

Humboldt's financials are now housed online making it visible to those who need to see it. With Microsoft Dynamics GP, Humboldt is able to drill down into every order at the level of detail needed for their company. This insight is helping Humboldt not only sustain their business, but also plan for the future. With EWS Group's credit management system, they can now easily see bill collector's information without needing to request reports.

THE RESULT

Humboldt Storage and Moving was struggling with a legacy green screen and DOS based system they had in place. These limitations made it difficult for Humboldt to fulfill their ultimate goal of reducing their customer's stress. Since partnering with EWS Group, Humboldt has improved their business in numerous aspects. With a truly integrated and automated software, Humboldt is now able to deliver a high level of customer service, streamline training processes and better manage finances. All of these improvements have allowed Humboldt to become a more efficient and profitable business.

ABOUT EWS GROUP

EWS Group was founded on a single question: How can a moving and storage business get accurate and real-time information that would help grow the business? Sounds simple enough but anyone familiar with the industry, its complexity and reams of paper knows it is a question easier asked than answered. In time, that answer came to be known as MoversSuite; the first genuine Microsoft® Windows® based move management software solution that has grown to be the leading enterprise software for the moving industry.

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