



WAYTEK, INC.

Waytek, Inc. – Energizer for Success with NGS-IQ Business Intelligence

In the highly competitive world of distribution, delivering first-class products with expedient turn-around is essential to ensure customer loyalty and profitability. Waytek, Inc., a 25+ year distributor of electrical wiring supplies and industrial products to North American and international OEM's, has responded to this challenge with state-of-the-art technology, both in their operational equipment and software solutions: Vormittag Associates' (VAI) SK2 ERP applications and New Generation Software's (NGS) NGS-IQ business intelligence products for the IBM System i.

When they implemented VAI's SK2 software in 1997, Waytek continued using IBM Query/400 for many reports. Back then, Bob Lamoreaux – now president of Waytek – developed many of the queries. But, as the company grew from 25 to 44 employees, Bob's workload expanded to accommodate more report requests. Allowing people to create their own IBM queries became a paramount problem since users could get into all the files and their structures, and often the results were not pretty. Waytek needed a solution that ensured tight control over who could access libraries and files and delete or change them. IBM Query/400 also lacked the capabilities to fulfill some report requests; Waytek required a powerful solution that could handle just about any reporting need.

Bob was introduced to NGS' NGS-IQ business intelligence at the VAI User Conference in 2003. Through their long-time business partnership with VAI, NGS has developed software specifically for S2K customers. One of these solutions, *Decision Assist*, played a key role in Waytek's selection. Sales, inventory, and customer profitability information is now readily available from pre-built analytical reports and multi-dimensional models that are routinely loaded from a DB2 data mart which is directly interfaced to Waytek's S2K applications. For creating customized reports, Bob discovered that *Decision Assist* was also valuable as a quick learning tool to see how the standard NGS-IQ queries were created and hooked to the S2K data. Of equal importance was that NGS-IQ products met all their requirements for advanced query functionality, flexibility, ease-of-use, and security control.

NGS reports have contributed to new levels of customer service. For example, the Warehouse Department's time-line report monitors orders every step of the way: from the precise moment of placement – via the Web, phone, or Telefax – to time of shipment. Prior to NGS-IQ and a new conveyor belt system, the time span was four hours; today, orders are going out the door for delivery in record time – less than two hours!

Bob explains, "We are selling service, and turn-around time is essential. It's crucial to the growth of our business to satisfy our customers' needs in getting products into their hands as quickly as possible. NGS-IQ reports are instrumental in the value-added service we provide our customers."

Decision Assist ready-to-run reports provide valuable inventory information – status of back orders, abnormal conditions such as bins out of balance, and more – to maintain operational efficiency.

NGS reports furnish the sales team with real-time, accurate analysis of sales by customers, products, periods of time, and comparisons of this year versus last year so reps can quickly respond to new sales opportunities, a drop-off in orders, and trends.

Waytek also depends on NGS-IQ as a handy research tool for credit memos to determine why products have been returned and to monitor orders that are on hold and the reason, such as a delay in a credit card transaction. And Waytek's Marketing Department uses NGS-IQ to easily generate mailing lists for targeted advertising of product promotions.

Sheila DeLaney joined Waytek as IT administrator shortly after their 2004 implementation of the NGS-IQ products and is now the company's primary query developer. Sheila estimates that nearly 100 NGS-IQ queries are run on a weekly basis by users in the sales, marketing, finance, and inventory departments.

“NGS-IQ streamlines our reporting process. It’s much easier to implement out to the end users who simply need to click on desktop icons for their reports. They can be prompted for the records they need – such as a date range – thereby allowing them to customize their reports and eliminating my time in query revision,” says Sheila.

Their Excel users appreciate the product’s one-step method of downloading data to spreadsheets, saving formatting, and appending or replacing the data in sheets and ranges the next time the query is re-run.

The direct email capability of NGS-IQ allows them to send reports internally, and Bob states the .PDF output is useful in sending reports that are very difficult to alter to their customers.

Both Sheila and Bob welcomed the advanced functionality in NGS’ query engine to tackle what used to be impossible in IBM Query, such as date formatting and in calculating the number of days between start and end dates.

“The benefit of NGS-IQ is that it is user friendly for department workers while giving me the technical flexibility to create the queries they need,” adds Sheila.

Waytek is looking forward to even greater accomplishments using the NGS products. Just recently they implemented NGS’ “*Real Time Reporting for VAI S2K*” which is a true “load-and-go” solution to give c-level executives greater access to financial, sales, customer, vendor, and inventory performance information. It includes a Web portal containing links to business trend and performance dashboards, reports, and multi-dimensional OLAP models built directly over the S2K database. The solution is designed to work with release 3.7.5 of S2K.

And Waytek is a beta site for NGS’ new *Decision Assist - Financial Performance*, a financial analytic solution for IBM System i customers who want to modernize and streamline their financial reporting and analysis process without moving their General Ledger data off the System i. Interactive Web dashboards, OLAP models, Excel spreadsheets, HTML and .PDF reports built entirely with NGS-IQ include: Income Statements, YTD Trial Balances, Actual vs. Budget, Cash Flow, Non-Cash deductions, Balance Sheets Ratios, Operating Assets and Liabilities, and Account Analysis by Period.

Bob anticipates both *Real Time Reporting for S2K* and *Decision Assist-Financial Performance* will prove valuable and beneficial when fully deployed.

After all, as Bob concludes, “With NGS-IQ we know exactly where we are at in our sales numbers, product shipments, inventory quantities, and the like. It assists us in reinforcing our goals for expedient order fulfillment and exceptional customer service.”

ABOUT NGS

The above-mentioned NGS solutions are offered to S2K customers through their long-time, successful business partnership with VAI. With over 20,000 System i users across the world, NGS has been an industry leader since 1982 in developing high-performance, field-proven software for midrange users. NGS is an Advanced Member of IBM PartnerWorld for Developers and a member of the System i Initiative for Innovation.

For additional information on NGS-IQ, *Decision Assist-Business Performance*, *Real Time Reporting for VAI S2K*, and *Decision Assist-Financial Performance*, please contact NGS at 800-824-1220 or 916-920-2200 or visit: www.ngsi.com.

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