



Marco Group Overcomes Technology Hurdles to Achieve Stability in Inventory Software and Support

Marco Group, a family-owned manufacturer of custom desks, chairs, tables, and storage solutions for educational institutions, prioritizes reliable lead times and on-time delivery of quality products. This commitment aids customers in transforming their physical learning environments and unlocking the full potential of students and staff.

Technology Challenges Had Become a Business-Critical Issue

Marco Group has been using Sage 100 for over 25 years and does not abandon a solution without a valid reason. Upon experiencing frequent and prolonged malfunctions on certain inventory systems, the team tried to work with its providers to get things back on track.

Following the suggestion to upgrade to a newer version of Sage, the issues were still unresolved. The team grew frustrated with the prolonged response times from technical support when seeking assistance and decided to make a change.

“When the system went down for an entire week during July, which is our busiest month of the year, it was no longer just a thorn in my side,” said Co-Owner Richard Davidson. “It had become a business-critical issue that was preventing us from selling our goods, shipping our goods, and keeping our customers happy.”



END-USER

Marco Group

CHALLENGE

Technology issues and sub-standard system support hindered the ability to fulfill orders promptly

SOLUTION

ScanForce provides a consistently stable environment and a timely, knowledgeable support team they can rely on

ScanForce Delivers the Solution and Service

Marco Group has seen improvements in productivity as a result of the change. The team feels ScanForce is a well-supported solution providing industry-leading response times and a better system.

The shop floor team didn't realize how slow their previous system was until they started using ScanForce. They no longer have to wait for the handheld to acknowledge entries. Workers have stated it's "practically as fast as you can pull the trigger" and on to the next scan.

Davidson stated of the team, "They bought into it because they saw an improvement in their world. They can get more done because they're not waiting for the scanner to update before they can scan the next item. They will tell you that picking is faster, scanning is faster, and inventory checks are faster. It's obvious. It's not just something on a piece of paper; it's real life."

The Benefits of Working with ScanForce

Since implementing ScanForce, Marco Group no longer has to worry that downtime from warehouse technology will cost them business. Faster, more stable technology has led to smoother operations.

Key benefits Marco Group experienced with ScanForce:

- Confidence that warehouse management solutions will not impede operations
- Ease in identifying orders that can be 100% fulfilled with Management Console
- Trust when support assistance is needed, the response is prompt and effective
- Faster data retrieval saves time on inventory transactions

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"Of all the software we run, I can't think of a company that has better support in terms of responsiveness to an issue, timeliness of responses, and even follow-ups to see how things are going. ScanForce would be somebody that I would put on the top of the pedestal to say if someone's doing it right and you have to model after somebody, go to ScanForce because their support is top-notch, bar none."

— Richard Davidson, Co-Owner
Marco Group

