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Company Profile

Prattco is the exclusive distributor of LG Compressors and Midea-Welling Motors for North and South America. With over 20 years of experience in the HVACR industry, their aim is to be the best air conditioning and refrigeration solution provider. Prattco continues to expand with new product lines and the support of a knowledgeable staff trained first and foremost in customer service.

Industry

Distribution

Country

United States

ERP System

Acumatica

Self-Service Business Intelligence



Prattco, Inc. Achieves Self-Service Reporting with BI360

After implementing Acumatica, Prattco, Inc. quickly saw the value and importance of deploying a fully integrated Business Intelligence tool that would allow business users to generate detailed, custom reports. Today, this is exactly what BI360 has delivered for this leading air conditioning and refrigeration solutions distributor.

Prattco, Inc. is an Illinois-based distribution company that delivers LG compressors and Midea-Welling Motors as air conditioning and refrigeration solutions throughout North and South America. Prattco seeks to equip customers with cost effective options that exceed performance needs. LG and Midea-Welling are high quality manufacturing technology solutions.

After Prattco acquired and implemented Acumatica, it quickly became evident that report writing was not a self-service feat, requiring additional training and consulting costs. "Due to the nature of our business, we needed very specialized reports to track Purchase Orders. This tracking is necessary to determine when the inventory will be received, processed, and ultimately sent to the customer," Prattco COO Chris Lee says.

While Prattco looked at other reporting providers, they had a contact within their network that worked with BI360, which proved to be a solution that eliminated the anticipated increase in consulting fees. "This is where BI360 won big – a self-service application with Web Portal viewing of Excel reports was huge," Yang says. "With some training, the

team could construct their own reports and upload them for others to see. This eliminates the back-and-forth emails with attachments. No OLAP cubes and extraneous IT steps are required to see additional items previously left out in a report. Because of its flexibility, Acumatica easily allows for customizations, and BI360 provides users the ability to capture this information in a few steps. Convenience and ease of use were key factors as we seek to maximize the return on our Acumatica investment."

The Solver solution, called BI360, is based on Microsoft SQL Server and Microsoft Excel. Solver is headquartered in Los Angeles, CA, and operates internationally, with a total of 115 employees across its US and global locations that supports an extensive partner network.

"While on a call through Go-To Meeting, our connection at Solver, the Senior Integration Consultant, demonstrated many of the features and answered numerous questions from both our Business and Technical teams. It was extremely helpful to see what we're getting and proof that there were no smoke and mirrors," Lee says.



"During the first call, there were additional requested Acumatica tables and fields that were not in the initial live reporting integration," Lee says. "After gathering the requirements and with Solver's support, the integration was dynamically picking up Business Account and Inventory Attributes – all in a very short time frame with impressive results." This integration expansion was deemed beneficial for the public, so it has also been pushed into production for general availability for other Acumatica customers.

Nils Rasmussen, Solver's Principal, says: "We are very excited to work with a progressive and fast growing distributor like Prattco. As one of our first customers using BI360's real time Acumatica integration, we built a true customer/vendor partnership during the implementation to enhance our out-of-the box integration while at the same time ensuring that it was relevant and with a high ROI for Prattco. "

Furthermore, Prattco, Inc. had some historical data that they wanted to report on and analyze. Solver provided suggestions, including how BI360 could help improve the reporting experience. "Ultimately, we followed one of Solver's suggestions, and that probably saved us \$20k in consulting fees," Lee says. "With a few minor corrections, we were able to easily create trend reports we did not think were possible, let alone affordable to implement."

While financial reporting has been the initial focus in implementing BI360, Prattco, Inc. is planning to tie all three of their companies into one dashboard that showcases the overall financial health with the ability to drill into various segments and operations, essentially a visual P&L. "We would also like to develop an inventory management dashboard to show quantities on-hand in various warehouses, products awaiting shipping, quantities shipped, quantities received, and quantities returned," Lee says. "In essence, this would directly illustrate inventory flows,

indicate which products are slow movers, predict our purchasing requirements, and ultimately, ensure our customers receive their products in a timely manner without items in backorder. Since many of them are running lean manufacturing processes, a backordered item can severely impact their production line and sales."

Implementing BI360 has proven a successful investment, even with the normal hiccups of acclimating to not one, but two new financial software solutions. "We have already created a Purchase Order Fulfillment report providing instant visibility to PO status: what's been received and awaiting shipping, what's on the water and expected date, and what's outstanding," he says. "BI360 is drawing directly from Acumatica, so it also acts as a means to allow Account Managers to self-audit their entries. This will ultimately translate to proactive operations to develop our brand and services that customers have grown to appreciate and expect."

Challenges

Having implemented Acumatica, Prattco, Inc. was seeking a business user friendly, self-service financial reporting solution that would allow them to design highly customized, detailed reports to support their workflow and analytical processes. More specifically, this distribution company needed in-depth inventory reporting options to continue their excellent service for their customer base.

Result

BI360 has not only allowed Prattco, Inc. to achieve some of their reporting goals, but has also provided more opportunities to leverage their Acumatica data to better understand the overall financial health of their organization. The company plans to expand their use of BI360 to utilize data visualizations to access and understand their data in an easily digestible format. Down the road, there are also plans to look at BI360's budgeting and forecasting tool.