

MODULAR

S O F T W A R E L T D .

Software Technology In Action



F.S. Tool Corporation of Markham, Ontario sells cutting tools to the woodworking industry throughout North America. Primary product lines include carbide tipped saw blades, router and boring bits. In all, they stock over 5000 sku numbers. Sales beyond the Greater Toronto Area are through a network of authorized dealers. These dealer relationships are critical for the growth of both F.S. Tool Corporation and the dealers themselves.

The following is an interview conducted with David Wilson, Controller of F.S. Tool Corporation.

What is the size of F.S. Tool Corporation?

The company employs sixty staff members.

How long has F.S. Tool been in operation?

We have been in business 26 years.

What type of computer system did you come from?

We previously ran on a NEC Astra 4000 - a mid-range system that was marketed competitively against the IBM systems.

What led to your decision to choose Modular Software?

Our previous software supplier was not keeping up with changes in the information-processing world. We needed a business partner who would research and develop a "best path" to new software and hardware solutions that were appropriate for our company. Modular best fit our needs because they were able to interpret our business and provide real solutions to the development needs of our company. We looked at 10 vendors before deciding on Modular. Choosing Modular also meant we didn't have to hire an inside Programmer or MIS Manager.

What immediate benefits did you get from implementing Modular's package?

Modular improved our ability to track the history of transactions real time. Backups are a breeze, and have saved us a lot of time. Our statutory record keeping has improved as well.

What are the long-term benefits?

We are able to continuously develop our system and the way we use the software. Modular is very open to new ideas and the cost of development is reasonable.

How have some of Modular's newer offerings benefited your company?

Network: Networking has improved our ability to communicate, improved the integrity of our PC file storage and back-up and improved the skill set of our employees.

Internet: We are using e-mail very effectively - both internally and externally. Actually... this article was drafted and returned to Modular via e-mail. We have employees with full Internet access. Each employee in specific departments are responsible to research various aspects of the business through the Internet. The use of Modular's on-line Internet access and firewall service (**ValueNet**) has also proven to be a good long-term cost-effective solution.

Forms Printing: We are converting cheques, purchase orders, statements and invoices to a laser format. This will improve the image of the company and provide a consistent look to all of our documents... whether mailed or faxed.

Training: Whether in-house, or at Modular, the training we have received has been hands-on and extremely useful.

Electronic Commerce: We are currently considering Modular's **CustomerLink** module, which will allow our larger distributors to place orders and check the status of outstanding orders via the Internet. This would be very useful for our West Coast customers who often need to place orders after our offices have closed here.

What are some of the business challenges facing your company in the coming years? How do you envision Modular Software Ltd. aiding in your capture of the market share?

Data mining and reporting are becoming big service issues for our company. Customers are asking for customized price lists, purchasing history, catalogue information... all on disk or available on the Internet.

We are looking to add bar coding and scanning processes for our information needs along with potentially other forms of remote data collection to be integrated with our business software. Writing interfaces to other software will also come into demand as we expand or receive more requests from customers for improved communication. Modular will be consulted first on all of these issues, and we fully expect them to be the major part of any new software or hardware solution being considered.

For more information or to discuss your specific needs, please contact:

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