

Navis Logistics Network

**Company:**

National packaging and shipping franchisor with 150 warehouses and retail stores in the U.S. and Canada

Location:

Denver, Colorado

Industry:

Shipping

Problem:

The company's franchised warehouses and retail outlets operated on a slew of disparate accounting and ERP systems, which slowed responsiveness to market changes, impeded cost-saving efforts, and drained resources from core business operations.

Solution:

Instead of a jumble of premise-based ERP and accounting systems used by Navis's 150 franchisees, the company standardized on a single Web-based solution from Intacct for the following business advantages:

- Multi-entity functionality with real-time store-by-store analysis
- Single view of franchise network
- Real-time store-by-store analysis
- Web-based collaboration
- Multi-currency consolidation

Result:

Financial management, including royalty collection, is integrated with day-to-day operations, allowing local operators to focus attention on sales, not paperwork. With the latest financial data at its finger tips, Navis can quickly adapt to market changes and build stronger relationships with national customers, key suppliers, and other strategic partners.

“Intacct’s on-demand suite is the perfect solution for managing a dynamic franchise network. With automatic revenue reporting and royalty collection, our franchisees are free to focus on the core business of packaging and shipping.”

Marvin L. Storm, President and CEO, Navis Logistics

Problem

Navis Logistics Network—a national packaging and shipping franchisor—needed to standardize financial operations across its network to better serve commercial, industrial, and retail customers. Franchisees had for years used a jumble of premise-based ERP and accounting systems. As a result, the company only had a retrospective view of key financial data and couldn't efficiently respond to market opportunities and business issues.

Navis also lacked the information necessary to leverage its aggregate shipping volume for discount and referral opportunities with freight carriers. The company realized the need to integrate a Web-based solution with multi-entity capability into NavisConnect, its proprietary Web portal that its franchisees, customers, and partners use to produce estimates, process orders, and manage logistics.

Solution

Navis chose Intacct's suite of on-demand financial management applications for roll out to all new warehouse franchisees. Deployed on IBM's secure hosting services, the solution means no more maintenance, back-ups, or software upgrades.

Unlike most business solutions, which let franchisors see data from only one store at a time, Intacct provides Navis with a unified real-time view of all franchisees. For example, corporate personnel can run comparisons across franchisees and collaborate simultaneously with local field staff.

“Web-based collaboration and real-time visibility throughout the network give us tremendous ability to manage key metrics such as margin and pricing,” says Navis president and CEO, Marvin Storm.

Result

Aided by the Intacct solution's business intelligence modules, Navis executives can now immediately react to sales figures, cost estimates, and budget projections posted by franchisees. “None of the businesses on the Intacct system has ever had a late royalty report,” Storm said. “We can see exactly what they've sold and the amount of royalties debited from their accounts, rather than waiting for them to file a report and mail a check.”

Intacct has also reduced costs by allowing managers to gather data on aggregate shipments across its network and gain volume discounts from freight carriers. Meanwhile, streamlining business processes has stabilized cash flow and allows franchisees to dedicate more time and resources to sales and operations.

