

## Need It Now? Call Falson Supply

**F**alson Supply Co., Inc. was started in 1965 by Frank Palumbo (1916-1994). He would be proud to see what his little storefront has grown to be. Their niche is Mechanical Contractors and Plumbing Contractors. Milwaukee, DeWalt, Makita, Porter Cable, Skil Bosch, and Ridgid are among their main power tool lines. Falson is one of the clear leaders in their market area, and enjoy an enviable reputation.

The company is now in the hands of the second and third generation of Palumbos. Their business philosophy remains the same as Frank's: "Always provide your customers with the best possible service and never take them for granted."

Immediate service is the key element of the Falson story. James Soss explained the need. He said, "Our average order size is under \$500. Even our big customers break their orders up by job site so their orders end up being small, too. The majority of our business is done between 6:00 and 8:00 a.m., and the vast majority of the merchandise that goes out on the truck that day was ordered in the morning. We have to maintain an in-stock position on the products that our customers need."

James worked part time at Falson's during school, as did all the family members. Once he graduated from college, he had the choice of staying with the family business or venturing off on his own. He felt he could make a difference by working with the family business and helping it along to the next level of performance. One major project that he directed was the choice of a new computer system to manage the growing business. Their old accounting software did fine with the financial information, but it was no help in running the business. After interviewing many computer software vendors, They chose The BUSINESS EDGE from Computer Insights, Inc.

When asked if they could envision the benefits of a

new system, he said, "Everyone was somewhat content with the way things were before, because the things were getting done. It could get to be a pain at the end of the month, but that was the way it was. It was the way our business ran. It was what we did. We really didn't know any better.

"Looking back, we realize it was a nightmare. Diana, who does accounts payable, couldn't even plan a vacation at the end of a month. Now she plans her vacations whenever she wants," James continued. "People don't like change; they like things the way they are. They were a little afraid of losing control by putting in a comprehensive system. Now they are very excited about the fact that they can get the information they need in seconds. The President and Vice President both have laptops so that they can monitor activities and have access to company records when they are away from the company for long periods of time. They know that while they are away, they still have control of important business activities."

James went on to say, "Information in general flows so much faster and easier now that we are computerized. We know up-to-the-minute where our sales and profits are. We used to have our 'end-of-the-month crunch' to get everything done. Diana used to dread closing the month. Everyone used to have to finish all the detailed work and she would

have to rush to enter it into the computer. Now the end of the month is just another day. She loves it! Her job is a lot less stressful. She just does the same thing that she does on every other day of the month and the end of the month just takes care of itself."

James was concerned about their staff accepting the new system. He said, "Our sales staff and purchasing staff were not familiar with computers at all, but they adapted well. My Mom was my biggest concern. She was the last person that I would have ever



*The Falson office staff (left to right): John Palumbo, Sales Representative; James L. Soss, Sales/System Administrator; Diana Miles, Accounts Payable; Jack Schmidt, Purchasing/Sales; Mike Palumbo, Warehouse Manager*



*James Soss at the Will Call Counter*

expected to work on the computer. She never used one. Now she does all the allocating, invoicing, accounts receivable and collections. She finds it very easy and she enjoys the control that it gives her."

He was surprised at how many projects have been completely eliminated. He said, "Now that we cycle count, our accountants asked us to report to them on the accuracy of the cycle counts. They were accurate enough that they said that we do not have to do a complete inventory any longer."

James felt that their staff would be most comfortable with a local software company. He stated, "We wanted someone local. We were going from a small accounting system to a full-blown distribution system and we felt that we were going to need detailed support. Now that we have the system, we realize that we didn't

actually need a local support company. Everything we do is online, either on the telephone or online with people from Computer Insights. Looking back it wasn't important, but we didn't know any better."

James said, "We chose The BUSINESS EDGE because of the ease of use. Even though it is very complete, it is very easy to use. That was extremely important because our people just aren't that familiar with computers. The similarity between the procedures among the various modules means that cross-training is simple. It is easy for people to fill in for others that are on vacation.



*Falson operates out of an 8,000 square foot facility in Franklin Park, Illinois*

"The flexibility that is built into The BUSINESS EDGE has allowed us to make the system work the way we wanted it to work within its parameters. It is much more flexible than the other packages that we reviewed."

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Computer Insights, Inc. can be contacted at 108 South Third St., Bloomingdale, IL 60108; phone 800-539-1233; web: [www.ci-inc.com](http://www.ci-inc.com). 

# The BUSINESS EDGE

The Best Software For Tracking Your Hardware



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