

# ePartners and The SCOOTER Store Streamline Customer Sales Event

ePartners Case Study

## SOLUTION BRIEF

### Customer Profile

The SCOOTER Store offers a complete line of power mobility products including scooters and power chairs. The company has 53 locations in 48 states. The SCOOTER Store was named National SCOOTER Dealer of the Year for 2003, was number 61 in *Inc. Magazine's* Top 500 fastest growing privately held companies in 2003 and was number 58 in *Fortune Magazine's* top 100 places to work.

### Business Situation

The SCOOTER Store needed a new application infrastructure to handle the challenges associated with fast growth. The SCOOTER Store and ePartners upgraded and expanded their Great Plains suite, integrated in-house programs, and added point solutions. More efficient processing resulted in higher customer satisfaction, reduced data entry errors, increased workforce productivity and decreased operating costs. Based on the results of this project, The SCOOTER Store won the prestigious Excellence in Teamwork Pinnacle award at Microsoft's 2003 Convergence Conference.

### Solution

- Great Plains for financials, analytics and reporting, inventory, order processing, customer relationship management, and retail management
- Patient Intake System pre-qualifies customers, eBridge generates documents and transports data to Great Plains sales order processing
- Fulfillment system operates at distribution centers to manage and track sales orders, Post delivery, eBridge updates Sales Order and reports fulfillment to Great Plains, Custom software then transfers Sales Order to a Sales Invoice and transfers same into Billing software

### Business Benefits

Customer sales processing dramatically improved from intake through billing. The company saved money and increased productivity by automating the labor intensive and error prone task associated with redundantly entering customer and sales data into the various systems utilized. ePartners architected Great Plains to streamline The SCOOTER Store's integration with the company's intake, fulfillment and billing processes using fewer people and less manual data entry. Payback period is less than a year, and net accumulated benefits will range from half a million to 1.5 million dollars. Medicare billing went from a high of 12 days down to less than 48 hours.

### Industry

Power mobility products for the healthcare industry



## The SCOOTER Store®

The SCOOTER Store, Inc. (The SCOOTER Store) is the nation's largest provider of power wheelchairs and scooters. Headquartered in New Braunfels, Texas, the company prides itself on impeccable customer service before, during, and after the sale. Their devotion to customer service has made them one of America's fastest growing privately held companies.

The SCOOTER Store's founders began with a dream to help people with limited mobility regain freedom and independence. With their mission statement "Always Do the Right Thing" firmly in mind, The SCOOTER Store grew from a vision into a highly successful national enterprise with over 1,000 employees and more than 53 facilities across the nation. Today they work with 85,000 physicians and healthcare workers to fill power mobility prescriptions for patients.

The SCOOTER Store attributed its fast growth to its excellent customer service, but a serious problem was looming: their application infrastructure could not keep pace with their high growth rate. Specifically, their software systems, a collection of in-house developed software and application packages were not integrated and data had to be re-keyed from application to application in the course of recording a sales event. The manual processes associated with processing an order were extremely inefficient and prone to errors and this was jeopardizing the company's ability to fulfill their corporate mission of providing freedom and independence to people with limited mobility.



## Solution

The SCOOTER Store tapped ePartners, the top Microsoft consultancy in mid-market and enterprise, to assist in their efforts to integrate their disparate systems. The SCOOTER Store was already using Great Plains for their financials so ePartners, along with Microsoft Business Solutions and the company's IT staff, upgraded the installation to handle the new application integration requirements using package and custom developed solutions.

The SCOOTER Store integrated its own custom applications with Great Plains, including two crucial programs: The Patient Intake System and the Distribution Fulfillment System. The Patient Intake System presents a series of validation steps to screen the patient and determine if medical necessity exist. For those patients determined to have a medical necessity, eBridge transports the data into the Great Plains Sales Order Processing sub-system. Once populated within the Sales Order Processing sub-system the Sales Orders become visible to remote Distribution Centers via custom software integrations within Distribution Fulfillment System. This Fulfillment program is utilized to track and manage delivery work orders

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*“ePartners helped us to integrate our in-house applications with Great Plains so we could continue to provide that level of customer service.”*

*- Jay Green, Sr. Vice President of Information Technology, The SCOOTER Store*

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at each distribution center. Once a delivery action has been processed the system invokes eBridge to update the Sales Order and then invokes custom code developed by Microsoft Business Solutions to transfer the Sales Order to a Sales Invoice within the Sales Order Processing sub-system. Custom integration then selects the Sales Invoice and transfers it to the company billing software package.

Thanks to its successful teamwork with ePartners and Microsoft, The SCOOTER Store won the sought-after Teamwork division in Microsoft's 2003 Pinnacle awards.

## Business Benefits

The project dramatically improved cycle times in processing a sale from intake through billing. Prequalification procedures efficiently identified qualified customers and automatically communicated with Great Plains sales order processing, shrinking Medicare cycles from almost two weeks to less than 48 hours. Work orders closed in almost half the time they used to, which slashed monthly customer escalations from 10% to 1%. The distribution center fulfillment application filled orders quickly and accurately, and is fully integrated with Great Plains financials. Initial estimates are for a net accumulated benefit of between \$600,000 and \$1.5 million after 36 months.

Jay Greene, the SCOOTER Store's SVP of Information Technology said, "Providing mobility solutions that enable a person to regain their freedom and independence are our focus. We continually review and modify our procedures as we strive to offer our customers world-class service that will result in their confidence in and loyalty to our products and company. ePartners helped us to integrate our in-house applications with Great Plains so we could continue to provide that level of customer service."

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After more than a decade of arming its customers with a competitive advantage, ePartners has established itself as the largest global Microsoft Business Solutions consultancy in the world. From aligning their clients' business and IT strategies; to improving business processes; and deploying and supporting solutions that accelerate business results, no other Microsoft Business Solutions partner offers more comprehensive information technology solutions and services than ePartners. Last year alone more than 300 leading companies spanning 45 industries, turned to ePartners for strategic business solutions and consulting services.

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