



Everest Software
UNPARALLELED VIEW OF YOUR BUSINESS

CASE STUDY FISCHER SKIS

“The true value of Everest is that I am able to get accurate information to people faster and I only have to use one system to do it. Everest is the best investment we’ve made to reach our target 10-15 percent growth this year, without changing our current staffing model.”

— David Kuhman, Controller & Operations Manager, Fischer Skis U.S.

Ski Manufacturer Streamlines Operations

THE COMPANY

Among competitive downhill and cross-country skiers, one brand stands above the rest in quality and innovation — Austrian-made Fischer, the largest ski manufacturer in the world. The Fischer brand has become the top ski equipment choice of the U.S. Alpine and Nordic Ski Teams. At the 2002 Winter Olympic Games in Salt Lake City, 58 medalists from around the world swished downhill and cross-country on Fischer Skis, sparking increased interest in the brand throughout North America. **Fischer Skis runs its business on Everest.**

THE CHALLENGE

In 1988, Fischer Skis U.S. became the sole marketer and distributor of Fischer Ski equipment in North America. Running the regional operations within the larger Austrian-based Fischer GmbH presented many challenges to David Kuhman, Fischer Skis U.S. Controller and Operations Manager. While the ski industry had suffered an overall decline in sales of about 10 percent in its then recessionary economy, Fischer bucked the trends and grew 47 percent during a three-year period. With projections indicating continued growth, there was a clear business case to evaluate the back-office technology supporting the company’s operations.

With such an increase in volume of orders, the company’s operational staff was spending too much time reconciling data among disparate applications and was unable to accurately analyze customer data to forecast sales and inventory projections. As Kuhman began forecasting growth of 10-15 percent this year, he realized he was going to need to invest in new software to track sales and inventory, as well as manage profitability. Fischer began its search for a cost-effective, fully integrated solution that could streamline back-end operations including inventory control, sales and accounting functions.

After examining the features and functionality of three different software solutions, Fisher Skis went with Everest. In addition to the technological advantages of an integrated “mini-ERP” solution, Kuhman and his team found the Windows-based system easy to use and especially liked the extensive configurable reporting functions.

THE SOLUTION

According to Kuhman, the sales process gave them a close feel for how the product would really work. The extensive demonstration CD and sample software license also contributed to Fischer Skis selecting Everest.

“We’re not a huge company, and having good customer service was incredibly important to me,” said Kuhman. The company was thrilled that they would be up and running on Everest in less than 90 days, including some customized development and implementation, a process can take up to eight months with many alternative ERP solutions.



KEY FUNCTIONALITY USED:

- ACCOUNTING
- BANK RECONCILIATION
- GENERAL LEDGER
- ACCOUNTS RECEIVABLE
- ACCOUNTS PAYABLE
- BUDGETS
- SALES
- SALES ORDER/BACK ORDER
- MULTIPLE SHIPPING/CONTACT ADDRESSES
- PURCHASING
- PURCHASE ORDERS
- REAL-TIME ORDER STATUS
- CUSTOM REPORTS



“Everest is the software not just for today. Everest has the horsepower to take our business to the next level and beyond.”

— David Kuhman, Controller & Operations Manager, Fischer Skis U.S.

Kuhman noted that Everest would allow Fischer to better serve its more than 800 retail customers including REI, Eastern Mountain Sports and L.L. Bean, as well as specialty ski shops. “By having accurate information about our orders and inventory by models and size, we know what to forecast and budget for the next year — this is a definite competitive advantage for our company and translates into increased customer satisfaction,” explained Kuhman. He soon realized that in addition to streamlining back-office operations, Everest would allow Fischer to enhance its customer service and enable future growth in e-commerce.

Fischer continues to receive the great customer service experienced during the evaluation and implementation phases of the relationship. “Everest listens to what customers have to say and plans to implement suggestions into updates and future versions of Everest,” noted Kuhman. This includes taking advantage of the e-commerce capabilities of Everest by building a web site designed to empower customers so that they can track orders and check inventory firsthand without needing to contact a sales representative.

THE RESULT

- Operational staff productivity increase by 25 percent, due in large part to eliminating data entry redundancies and errors inherent in the disparate, multi-system environment
- Improved sales managers’ operating performance because reports that used to take two days to run, now take two seconds through Everest’s reporting capabilities
- Increased customer satisfaction with real-time information on orders and inventory

Everest Components

Accounting
E-Commerce
Point of Sale
Inventory Control
Shipping/Receiving
Purchasing
RMAs
CRM
Sales
Marketing
Service

About Everest Software, Inc.

Everest Software empowers companies to view and manage every function of their business more effectively. The company’s fully integrated business management software, Everest, addresses the unique needs of growing SMBs in the wholesale/distribution and retail industries by allowing them to quickly manage and track their business operations online and offline; from storefront to the front and back office. Everest Software is committed to providing customers with the service, support and expertise they require to increase efficiency and profitability with a solution that provides an unmatched rapid return on investment.

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