



Case study

Gunther Gifts, Inc. Personalized gift provider relies on Everest Software to manage inventory and support growth



Everest Software
YOUR BUSINESS OPERATING SYSTEM

Company Background

As an online provider of personalized gifts for special occasions such as weddings, birthdays, graduations, and anniversaries, Gunther Gifts has become the engraving specialist that customers have come to rely on to help commemorate their events and milestones.

The Carlsbad, California-based company engraves packages and ships unique gifts nationwide from a 15,000 square foot engraving facility housing their state-of-the-art engraving machines and personalization stations.

Gunther Gifts Runs on Everest Software.

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Lisa Gunther, co-owner & CFO, Gunther Gifts, Inc.

Key Features Used

- Real-time Integration with Back End Accounting and Business Operations
- Taking Orders Online
- Real-Time Order Status
- Accounting General Ledger
- Accounts Receivable
- Accounts Payable
- Sales Quotes and Orders
- Inventory Control
- Purchasing
- Direct TCP/IP Remote Login

The Challenge

With over 200,000 customers relying on Gunther Gifts to help commemorate their special occasions, it was critical for the company to have an integrated solution that could manage its accounting and inventory effectively and efficiently.

In addition, with several Websites pulling information from the same inventory pool, Gunther Gifts needed a system that would allow them to easily keep track of their inventory across multiple channels. "We maxed out Quickbooks within our first year," said Lisa Gunther, co-owner & CFO, Gunther Gifts. "We needed a system that would allow us to grow quickly, without worrying about whether our internal accounting and inventory system could handle the growth," she added.

The Solution

In looking at various accounting and inventory solutions, the one that stood out was Everest Software's cost-effective, all-in-one Everest Advanced. The fully integrated solution includes accounting, inventory control, sales, order entry, purchasing, e-commerce, shipping and receiving, and more, allowing Gunther Gifts to manage and track business operations online and offline, from storefront to the back office, without missing a beat.

From implementation to daily activities, the company transitioned seamlessly to the Everest system. "It is always difficult to start anything new," said Gunther. "Once we began implementation of the software, it moved along quickly and we received excellent training so we were up and running within a week." With Everest's help, it was an easy next step to train the entire staff to use the system - a process that saved Gunther Gifts thousands of dollars.

In addition, since Everest offers both on-demand and on-premise solutions, the company was able to pick the system that best suited their needs. "We have a high volume of activity, and in the past if you had to log on to an online billing system, we were at the mercy of the provider's uptime or the DSL uptime in our area which was not reliable," stated Gunther. "By having the flexibility of an on-premise solution, we're able to process all our orders offline quickly and efficiently."

With Everest Advanced, Gunther Gifts can easily keep track of inventory across multiple Web storefronts and control the inflow/outflow of products, ensuring that gifts are always available when requested by a customer. "Everest Software has excellent features and support. That gives us piece of mind and keeps our business running smoothly and our customers happy," Gunther said.

Currently Gunther Gifts sells most gifts via mail order and the Internet. As they continue to expand Everest Software will be there to support this growth 100% of the way. "We know we will not max out Everest or be forced to change to another system. We can now spend more of our time bringing in new business and serving our customers than worrying about our ERP program," said Gunther.

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The Results

Enabled seamless inventory management between multiple Websites, ensuring product availability and limited unplanned out-of-stock orders and therefore better customer satisfaction

Saved thousands of dollars through customized training programs which allowed the entire staff to process and check orders ensuring that products ship to customers as quickly as possible

Supported the rapid growth of the business by enabling complete integration across inventory, accounting, purchasing and sales

Processed orders quickly and efficiently utilizing an on-premise solution and avoiding downtime of online billing systems

About Everest Software, Inc.

Everest Software's fully integrated business management software solution, Everest Advanced, addresses the unique needs of growing small and medium businesses in the wholesale/distribution, retail and e-tail industries by allowing them to quickly manage and track their business operations online and offline. Everest Software is the proud winner of numerous awards including the SIIA Codie Award for 'Best Business Software Product.'



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