

Long Island Pipe | Powered by VAI



The Company

Established by Robert Moss in 1975, Long Island Pipe has been in business for nearly 50 years and has grown into one of the largest fire sprinkler fabricators and distributors on the East Coast. In addition, Long Island Pipe is one of the largest converters and distributors of plumbing and TNC pipe in the U.S. An exclusive distributor of many product lines, Long Island Pipe ships domestically and worldwide from their 20 strategic locations serving customers across the country.

Most of its clients are in the fire safety sector, requiring pipes, sprinklers, valves, and fittings. The business also offers plastic items and maintains a customer base for plumbing supplies.

Industry

Wholesale Distribution, Durable Goods,

Requirements

Warehouse Management, Manufacturing Management, Distribution Management, Customer Relationship Management, Retail Point-of-Sale

The Solution

Every location has a unique individual number so that everything is maintained separately. Said Dennis Villano, IT Manager, Long Island Pipe, "All the company's locations run on VAI S2K Enterprise and is managed as a distinct entity, has its own inventory and accounting system, and is tied in through a network. We have an MPLS network that's tied in, with voiceover IP systems, phones, and the IT department in Salem, New Hampshire, runs things very smoothly. The IBM Power server is just phenomenal. The system's been in place for quite a few years, and we haven't had a glitch yet."

The company uses VAI's manufacturing application, which has proved very beneficial for the accounting department as well as the production shops themselves. Accounting can move inventory from one site to another, do adjustments, and handle financial transactions.

Mobile tablets enable the team to process order entry, accounts receivable, point-of-sale, and customer relationship management, which has been helpful in tracking leads and prospect status.

Everything is automated, which has translated to big cost savings for the company with real-time inventory updates, providing an

accurate status of what's in stock. Orders are printed immediately, if needed, including those that come in through mobile devices, which then go back to the warehouse for picking and shipment.

In the warehouse, every item is barcoded, scanned, and uploaded to the system. After that, the item's position is scanned. Everything is simple to keep track of with the inventory program. With inventory ranging from valves and fittings that are one inch, one and a quarter, one and a half, and two inches, in the past, the wrong fitting would be pulled to fill an order. Now, with barcoded items, if the incorrect items are scanned, the system will flag the scanner.

"We can see within the order what we sold our product for at a previous price and can price the order accordingly, so we have much fewer mistakes or problems with the customer," said Jack Rioux, Regional Manager at Long Island Pipe. "It helps the customer a lot. The time it used to take to place an order would be about 10 minutes, whereas now it will take 40 seconds. The software gives you so much more information and makes your job a lot easier. Overall, it's a great system. And the guys that I talked with in our younger group love it."

When a customer calls Long Island Pipe, they are given real-time



The Solution continued:

information on what's on hand, what's on order, and if they're looking for a certain number. "We also have a very sophisticated transfer system," continued Villano. "Long Island Pipe uses the location transfer that the offices can do between one another,

along with the automated suggested transfer system within VAI. Instead of running a purchase order for a vendor, the system will run it for one of the offices. The system allows the company to pull inventory from one office location to another if an item is in excess at a certain location."

Long Island Pipe can move the item rather than purchasing it because its trucks are already traveling from place to place. Rather than having to buy more of that item, they can load the inventory onto the truck and drive it back to the place that needs it.

The Result

"The customers have seen a big advantage with us using VAI," said Dennis Villano, IT Manager, Long Island Pipe. "The things that we're able to do now and the information that we're able to give them over

the phone and electronically has increased dramatically."

Since the launch, Long Island Pipe has been using VAI's ERP software to:

- Reduce order processing time from 10 minutes to under a

minute

- Provide superior customer service
 - Easily transfer items from location to location
 - Achieve cost savings
-

"VAI and S2K Enterprise has helped Long Island Pipe provide superior customer service. The software is very responsive and intuitive, and it has a lot of features that we haven't even touched yet, but we'll get to. It's been a great thing for our company."

- Dennis Villano, IT Manager, Long Island Pipe