



RMI Corporation Case Reference

Armour is Armed With ADVANTAGE

Customer:

Armour Equipment
Sales & Rental Ltd.

Web Site:

www.armourscaffold.ca

Location:

Calgary, AB Canada

Industry:

Scaffold & Equipment



About Armour Equipment:

Founded in 1961, Armour Equipment is the most experienced independently owned scaffolding company in Calgary, AB Canada. A third generation family business, Armour Equipment prides itself in establishing long-term, loyal relationships with customers, vendors and employees.

Throughout 50 years in business and continuing to this day, Armour Equipment remains committed to supplying their customers with safe, responsive, flexible, and cost-effective scaffolding solutions.

“Other scaffold industry specific solutions didn’t have an integrated accounting solution nor did they provide support on the same level that RMI does.”

Charles Maygard,

General Manager, Armour Equipment Rental & Sales

The Challenge:

Armour Equipment chose ADVANTAGE to gain the benefits of a fully integrated business solution for the rental, sales and service industry. RMI’s software, coupled with deep industry knowledge, delivered a solution that fit their needs while helping them grow their Scaffold Equipment business.

The Scaffold industry faces unique challenges not found in other specialized rental industries. Unlike other industries that rent one or two machines to a job, Scaffold contracts can include thousands of unserialized parts and the structure built using those parts is modified throughout the life of the contract. Armour needed a system capable of handling both serialized and unserialized equipment on a single order, with detailed delivery and return tracking, and accurate billing. While unserialized inventory is found in many rental industries such as scaffold, shoring and highway safety equipment, most business management solutions for the equipment rental industry overlook the need to track a high volume of unserialized units. Businesses in these industries find themselves forced to use a costly industry specific solution for inventory management and another solution altogether for financial, service, and rental order management.

“Other scaffold industry specific solutions didn’t have an integrated accounting solution nor did they provide support on the same level that RMI does.” Said Charles Maygard, General Manager



Software & Services:

ADVANTAGE 5.0

(Upgrading to 2009)

RMI ADVANTAGE Software

Rental Management

Sales Management

Customer Relationship
Management

Service Management

Parts Management

Purchasing

Manufacturing

Job Costing

Accounts Receivable

Accounts Payable

Bank Management

Credit Card Processing

Document Management

Human Resources

Reporting

Unit Days Billing (Included in
upgrade to 2009)

The Challenge Continued...

From 1961 to 2008, Armour Equipment maintained inventory, financials, and invoicing on spreadsheets and stock cards.

This system led to redundant data entry and limited their ability to track inventory. Business growth was restrained by this tedious and labor-intensive record keeping system. As they began pushing those boundaries, Armour quickly discovered that a spreadsheet was not enough to maintain accurate records for a growing business.

"Our business had the demand and customer base to grow but was restricted from growth by our spreadsheets" said Maygard

It was clear that it was time for a new solution. Armour was determined to find a single solution that would solve all of their business needs:

▶ **Strong inventory management** - Equipped to track both serialized and unserialized equipment on a single rental order.

▶ **Elimination of duplicate data entry** - A fully integrated solution with inventory, rentals, service and accounting functionality.

▶ **Adherence to Canadian accounting and business standards** – Accurate handling of sales tax and revenue reporting is necessary, along with multi-currency and multi language to support future growth.

▶ **A vendor with similar values and commitment to their industry** – Strong ongoing support by a team that knows the scaffold industry.

The Solution:

When Armour Equipment selected RMI ADVANTAGE in 2007, their business was poised to grow but they knew they couldn't settle for just any software solution. If they were going to invest in a solution, they had to be sure. The staff at Armour equipment worked closely with RMI's Sales team to confirm that ADVANTAGE, and RMI would be the right choice.

ADVANTAGE offers substantial benefits over other business systems through their fully integrated operational and back office business management solution designed for any

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About RMI Corporation:

Founded in 1983 and headquartered in Avon, CT, RMI Corporation is the leader in Enterprise Rental, Sales and Service Solutions delivered on a true Cloud model for mid-market companies. RMI's ADVANTAGE solution is a subscription based industry solution that includes software, server infrastructure, upgrades and services. RMI's services are delivered within the subscription fee, including implementation, training, data conversion, consultation and on going support to help their clients maximize efficiencies and reach their full business potential.

RMI ADVANTAGE is the only Certified for Dynamics NAV and Microsoft Certified Cloud Ready Solution for the rental, sales and service industry.

RMI has thousands of users, representing various segments of the industry, managing their business with ADVANTAGE. For more information on the ADVANTAGE Solution, Cloud and RMI Corporation, please visit our website at www.rmiusa.com.

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equipment rental, sales, and service company.

The Solution Continued...

For Charles, the decision was an easy one. Armour Equipment went live on ADVANTAGE version 5.0 in January 2008 and recently decided to upgrade to ADVANTAGE 2009 to take advantage of RMI's continued investment in delivering improved business processes.

"RMI's dedication to understanding my industry is immense. Over the years, RMI's staff has done a great deal to better understand my business needs as a scaffold company. Since we began using ADVANTAGE in 2008, the solution has grown based on suggestions and questions we as customers have asked. They have developed features to better meet the needs of scaffold businesses like ours and Unit Days Billing is a key example of RMI developing their solution to better meet the needs of customers and their unique industries"

The Benefits:

► **Fully Integrated-** ADVANTAGE eliminated the need to purchase and maintain numerous third party applications to manage their complex business. Strong inventory management integrates seamlessly with rentals and sales. And everything flows through to accounting so the information is always accurate and up to date.

► **Efficiency-** Since implementing ADVANTAGE Armour has seen a drastic increase in employee productivity. ADVANTAGE enables them to track customer historical data and access it quickly.

"Quick and easy access to the information we need about our customers allows us to serve our customers in a more timely manner, not only improving our experience but also our customer's experience and satisfaction" said Maygard.

► **Simplified Decision Making -** Reporting in ADVANTAGE delivers the information necessary for making better decisions, inclusive of financial and budget analysis.

► **Data Integrity-** By taking asset records from stock cards and moving them into ADVANTAGE Armour was able to eliminate duplicate records ensuring that their inventory statements were more accurate and eliminate future human error.

The Benefits Continued...

► **Ongoing Support-** The scaffold industry is known for having high employee turnover. With new staff coming in, it is important that Armour be able to get the same extensive system training that the worker before them did while being able to call a Help Desk Institute (HDI) certified support representative with any questions.

Follow-Up:

Today, Charles is a strong advocate for RMI Corporation and ADVANTAGE. The transition to ADVANTAGE was seamless and their personal ADVANTAGE consultant worked with them every step of the way. RMI's ongoing support, delivered by trained support specialists, and a 365/24/7 on-line training site, including hundreds of training videos and documentation, helps them gain the most benefit from their investment.

“RMI’s staff are very professional and knowledgeable. They understand our business and the things we say whether they are in laymen’s terms or scaffold jargon. There is never an obstacle they cannot overcome and they always take the time to work with me while using the system to make sure every question gets resolved.”

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Charles Maygard, General Manager
Armour Equipment Rental & Sales