

# **m ds** Customer Profile

## ACE GLASS CORPORATION

Open-Source and RemoteNet - A simplified solution providing quicker order cycles and increased sales volume.



Founded 1936 in Vineland, NJ, Ace Glass is a leader and innovator of scientific glassware, lab equipment and glass apparatus. Ace Glass needed to integrate their ERP package with a web-based solution to allow customers to order products from them using the internet. Their current ERP package was the MDS system from The Systems House Inc.(TSH), and it made sense that they decided to incorporate RemoteNet, The Systems House's web-based portal into their current software.

After a successful initial launch in 2003, Ace Glass continued to update the RemoteNet product to suit their needs. With the assistance of the TSH team, Ace Glass created a solution that solved their business needs and was flexible enough to grow with their company and product offerings.

Prior to the incorporation of RemoteNet, Ace Glass had built a MySQL and PHP based Product Search solution that allowed customers to quickly and easily browse their vast product offerings of over 1,000 product families and 12,000

individual products. While this Product Search functionality was very popular with their customers, it existed separately from the RemoteNet application and, therefore could not be used to directly order product.

**"TSH has always come up with innovative solutions for any business issue we have."**

– Jeff Kramme,  
Ace Glass Corporation

In August 2008, Ace Glass saw the need to integrate this Product Search solution with RemoteNet, allowing customers to easily place orders while browsing their product offerings. While MySQL and PHP are widely used and easily understood

in the web design world, they do not have the features and toolsets necessary to integrate with the Ace Glass MDS system.

*"Jeff emailed me looking for a solution to his problem – how to get all the technical information he wanted without losing the sophisticated pricing and inventory logic he already had in his website." – said David Fertig, VP of Technical Service at TSH. The solution was simple enough because of the open platform of the MDS product. "I told him we can integrate the two databases and keep the site the same. Customers would never know they were looking at two databases." Jeff*

*continued...*

### Ace Glass Corporation

Vineland, NJ  
<http://www.aceglass.com>

#### Industry:

Scientific Glassware, Lab Equipment and Glass Apparatus Distribution

#### Employees:

100

#### TSH Customer Since:

1983

#### TSH Products & Services:

- U2 Database
- MDS Application Server
- Remotenet Web Customer Information System

#### Key Benefits:

- External search engine integration allows for more detailed technical document search capability
- Real Time inventory and pricing availability leading to faster order cycles and larger order volumes
- Automated information transfer using Internet technology allows for single click ordering



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Kramme of Ace Glass was elated; this was precisely the solution he was looking for. In a couple of days, the project was finalized and programmed on the Ace Glass test servers.

After an exhaustive testing and quality control process, Ace Glass approved the modifications to the live database and released the updated search engine capabilities to their customer base. In

September of 2008 TSH Project Managers received this email, "*The sql-enabled version of RemoteNet is now live. This should make our customers very happy. Thanks for good work - Jeff Kramme*"

### **Easy integration leads to greater customer satisfaction**

The Open Source MySql Database solution and the RemoteNet product were integrated to allow customers the ability to search by any number of criteria and utilize the external search engine with detailed product specifications. At the same time, this solution still allowed the customer to order items with a single click – while showing their net pricing with any applicable customer specific discounts and real time inventory to advise them of the stock status. This allowed less upfront sales support resulting in increased sales cycles and larger order volumes, as well as increased customer satisfaction.

### **Flexibility and Freedom**

In a business context, software flexibility is about being able to choose solutions suitable for the needs of the users. Many commercial software products will claim flexibility as a built-in feature. That flexibility should really mean business flexibility so that as requirements in the business change, solutions should not be constrained

**" In a business context, software flexibility is about being able to choose solutions suitable for the needs of the users. Open Source technology combined with proven business applications offer the best of all worlds "**

–David Fertig  
VP Technical Svc  
The Systems House, Inc.

by software. MDS offers and exhibits that flexibility by easily integrating with newer technology and utilizing an open architecture.

### **About Ace Glass**

Ace Glass, founded 1936 in Vineland, NJ, is a leader and innovator of scientific glassware, lab equipment and glass apparatus. Over their long history, thousands upon thousands of scientific papers, research and discoveries have been

attributed to Ace Glass products. Over 27,000 square feet of warehouse space allows them to carry an extensive inventory of both Ace-manufactured products and products from their fine partner companies such as IKA, Heidolph, Corning, and Glas-Col, among others.

For the Pharmaceuticals Industry, Ace Glass manufactures glass reaction systems up to 200 liter in size, complete with all controls and accessory equipment. In addition to their wide-ranging product offerings, Ace Glass will also fabricate custom laboratory glassware to meet the most demanding customer specifications.

### **About TSH**

The Systems House, Inc. (TSH), formed in 1979, is a company with a long standing reputation for outstanding customer service. With in excess of 250 installed MDS clients throughout the United States and Canada, TSH is widely recognized as one of the premiere suppliers of software and computer solutions for the Distribution marketplace. TSH has made a corporate commitment to distribution with simple, easy and effective solutions for every size business.

*The Systems House, Inc.  
Supply Chain Management for the Real World*

## **Ace Glass Corporation**

Vineland, NJ  
<http://www.aceglass.com>

For more information on Master Distribution System and RemoteNet from The Systems House, Inc., contact TSH at 1-800-MDS-5556, or email [sales@tshinc.com](mailto:sales@tshinc.com)

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The Systems House, Inc.  
Notch View Office Park  
1033 Route 46  
Clifton, NJ 07013  
973-777-8050 • 973-777-3063  
[www.tshinc.com](http://www.tshinc.com) • 1-800-MDS-5556