

Navis Gains Better Visibility into Its Franchise Business with Intacct

“Intacct’s on-demand applications are the perfect solution for managing a dynamic franchise network. With automatic revenue reporting and royalty collection, our franchisees are free to focus on the core business of packaging and shipping.”

- Marvin L. Storm, President and CEO
Navis Logistics

Problem

Navis Logistics Network — a national packaging and shipping franchisor — needed to standardize financial operations across its network to better serve commercial, industrial and retail customers. Franchisees had for years used a jumble of on-premises ERP and accounting systems. As a result, the company only had a retrospective view of key financial data and couldn’t efficiently respond to market opportunities and business issues.

Navis also lacked the information necessary to leverage its aggregate shipping volume for discount and referral opportunities with freight carriers. The company realized they needed a Web-based solution with multi-entity capabilities that could integrate with NavisConnect, its proprietary Web portal that its franchisees, customers and partners use to produce estimates, process orders and manage logistics.

Solution

Navis chose Intacct’s on-demand financial management applications to roll out to all

new warehouse franchisees. Deployed in IBM’s secure, tier 1 data centers, Navis no longer had to worry about maintenance, back-ups, or software upgrades.

Unlike most business solutions, which let franchisors see data from only one store at a time, Intacct provides Navis with a unified real-time view of all franchisees. For example, corporate personnel can run comparisons across franchisees and collaborate simultaneously with local field staff.

“Web-based collaboration and real-time visibility throughout the network give us tremendous ability to manage key metrics such as margin and pricing,” says Navis president and CEO, Marvin Storm.

Result

Aided by Intacct’s strong reporting and dashboards, Navis executives can now immediately react to sales figures, cost estimates and budget projections posted by franchisees. “None of the businesses on the Intacct system have ever had a late royalty report,” Storm said. “We can see exactly what they’ve sold and the amount of royalties debited from their accounts,



CHALLENGES

- Wanted to standardize financial operations across its network to better serve commercial, industrial and retail customers
- Too many disparate accounting and ERP systems slowed their ability to respond to market changes and impeded cost-saving efforts
- Needed better visibility into the financials and operations of all its franchises

RESULTS WITH INTACCT

- Ability to quickly and easily see the latest financial data
- Financial management is seamlessly integrated with day-to-day operations
- Reduction of total cost of ownership

rather than waiting for them to file a report and mail a check.”

Intacct has also reduced costs by allowing managers to gather data on aggregate shipments across its network and gain volume discounts from freight carriers. Meanwhile, streamlining business processes has stabilized cash flow and allows franchisees to dedicate more time and resources to sales and operations.