



# Orchid Case Study:

## ORCHID'S RMA HAS RETURNS COVERED AT BUDGE INDUSTRIES

“Orchid RMA allowed Budge Industries to improve customer service, and reduce inventory handling costs.”

ALLEN CHANES - MSI TECHNOLOGIES

### Company

Budge Industries is the most recognized name in vehicle protection. Established in 1940, they manufacture and distribute protective covers and film products for cars, trucks, boats, outdoor furniture and more.

They also provide innovative custom asset protection solutions to private industry, government, and the US Military.

([www.budgeindustries.com](http://www.budgeindustries.com))

### Challenge

With Budge products found in over 25,000 retail stores in the United States and Canada, as well as being sold internationally, they needed a more efficient way of managing product returns.

### Solution

As a company that prides itself on innovative technology solutions, Budge turned to their Sage 300 ERP business partner, MSI Technologies.

MSI recommended Orchid's Return Material Authorizations & Repair Tracking product (RMA & RT).

### Result

Allen Chanés from MSI Technologies reported that Orchid's RMA solution allowed Budge Industries to improve customer service, reduce inventory handling costs and maintain better control of their returns authorization processes.

### Why Orchid?

Orchid Systems, a global Sage Endorsed and Gold Development Partner, has been part of the Sage community for over 20 years. We develop innovative Add-ons to enhance the functionality of Sage 300 (formerly Accpac).

We are a winner of multiple awards from Sage, including International Development Partner of the Year. All our Add-ons are developed within the Sage Software Development Kit (SDK), so they look and feel like other Sage 300 modules.

Visit our website anytime, or contact us to find out why over 5,000 Sage 300 sites worldwide rely on Orchid Add-ons every day to help their businesses work smarter.

Work *smarter* with Orchid



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