# MIBAR.net

## I. HALPER
### PAPER & SUPPLIES, INC.

How did MIBAR help I. Halper optimize delivery routing and take a 6-hour process down to 30 minutes?

**Customer Size**

11-50 Employees

**Geography**

Bayonne, NJ

**Vertical Industry**

Wholesale Distribution

**Software**

Microsoft Dynamics GP
Microsoft Dynamics CRM
Resco
Scribe Online

## Executive Summary

Family-run I. Halper Paper and Supplies, Inc. has been distributing restaurant supplies, foodservice disposables, and janitorial products to customers in the greater New York area for over 100 years. Operating in the 21st century has required a series of investments to keep their IT environment up-to-date—and that means rising to the service demands of customers in a fast-paced, digital world.

## Visualizing the Big Picture

Most recently, I. Halper was challenged with an insufficient customer order and delivery routing solution that wasn't keeping up with their needs. Their Microsoft Dynamics GP software's routing application add-on allocated their invoices to the proper routes, but it lacked a visual front-end. That means that the field services team couldn't see the allocations on a map and make on-the-fly adjustments.

They needed an interactive tool that would allow them to visualize, on a color-coded map, all of the orders that were set for the next day's delivery. And for any given route, they wanted to be able to update both the delivery route and/or the specific stop number and have those changes reflected—in real time—in their Microsoft Dynamics GP application.

## Connecting the Pieces

To deliver this functionality, MIBAR needed a tool that was flexible enough to allow the plotting of routing data on a map while also providing a quick and easy user interface for making changes and updates. We used Resco, a CRM add-on with a flexible mapping solution and a mobile component, and leveraged Scribe's platform to configure integration between Microsoft Dynamics GP and Microsoft Dynamics CRM. The result is a user-friendly process that no longer takes upwards of 6 hours to accomplish. In less than 30 minutes, I. Halper's team members can access their delivery and routing information, in real-time, and make necessary changes to their data.

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