



## On the Fast Track with TRAVERSE & Tirennet Business Solutions

Tire Group International, Inc. (TGI) is one of the fastest growing wholesale tire distribution companies in the world. Headquartered in Miami, the company has associate offices in Texas, Puerto Rico, Mexico, Dominican Republic, Panama, Venezuela, Argentina, Malaysia, China and Russia, and conducts business in over 70 countries. TGI carries more than 40 brands of tires across the entire spectrum of the industry, as well as several brands of tubes, wheels, and tire repair products. In addition to their own massive inventory, TGI has access to literally millions of tires worldwide and has the ability to get them shipped directly to their customers very quickly.

TGI has been growing exponentially since its inception in 1992, but the challenges of continuing expansion are made easier thanks to the business and warehouse management software in place. TRAVERSE software from Open Systems, Inc. has and will continue to grow right along with the company. At the company headquarters, TGI uses TRAVERSE to handle their general ledger, payables, receivables, bank reconciliation, purchasing, inventory and order entry. Their other offices use TRAVERSE through Remote Desktop Services.

In addition, TGI's software reseller, Radiant Software Solutions in Orlando, has created a .NET-based solution called Tirennet Business Solutions that interfaces with TRAVERSE. It has two major components that are designed to handle the sophisticated requirements and unique customer service and warehouse management needs of the tire distribution industry.

The customer service piece of Tirennet provides an entry point for TGI sales reps to perform numerous functions. They can quickly access customer history, part numbers, prices, in-stock quantities, and the arrival date of on-order items. Once part numbers are selected, they are tagged and an order is quickly created within the same screen. They can access a number of online documents for information; for example, a rep may need to see an original purchase order to find out who signed off on it, or a bill of lading or other shipping document so they can better answer questions from their customers about the status of their merchandise. With these customer service capabilities, they can expedite sales, update pricing quickly, and get a quick quote out to a customer.

The customer service solution also handles TGI's unique pricing requirements, such as the ability for reps to see the actual cost plus the "landed cost" of a tire, which adds in costs attributed to inland freight, ocean freight, duties, etc. This assures that a rep will not sell an item below a certain dollar amount. In other cases, the software alerts the reps to the fact that they may be allowed to reduce the price of a certain tire in order to move inventory.

The other component to Tirennet is a warehousing module that incorporates bar coding and on-the-fly physical inventory capabilities into their functionality. "TGI's inventory is amazingly accurate," says Radiant Sr. Systems Analyst Peter Murphy. "Because of this solution, time-wasters have been eliminated. When they get a picking slip, it is printed in the order in which tires will be pulled from the bins and racks, so it's extremely efficient."



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TGI Chief Operating Officer Joaquin Gonzalez concurs. "Tirenet has improved our efficiency dramatically just on the warehouse side of things alone," he says. "On average, the system has decreased our order picking time from three hours down to 45 minutes per container. Everything is now in real time too, so when merchandise is received, it's added to the system, all costs are added to it, and it's ready to be sold within the hour."

"We used to have 15 warehouse employees in our Miami location alone, with about 2.5 million in merchandise being received and shipped monthly," says Gonzalez. "Because of this solution, we've been able to cut it down to ten employees, and we're now handling between 4.8 and 4.9 million in inventory monthly."

In an effort to become paperless, TGI has also taken recent steps to address their document archiving. All documents get archived in a SQL database, so employees can quickly retrieve things like purchase orders and sales orders, allowing them to track down issues and solve problems immediately.

In one year, TRAVERSE and Tirenet have allowed TGI to increase sales by over 20%. "The improvements to our system have us poised for future growth," says Gonzalez. "The software is versatile and fits our business model of both domestic and international distribution. I feel we are now on the cutting edge of technology within our industry."



*Joaquin Gonzalez  
Chief Operating Officer  
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