



*Client Success Story*

## Furniture Options is Right At Home With RCMS

### *An Integrated Rental Management Solution*

**F**urniture Options, a division of the Transitions Group, is a home furnishings rental resource providing items ranging from top-quality furniture and accessories to linens and table settings. With six locations across America's heartland the company prides itself on a large selection of options and high-level service.

#### **Finding The Right Solution**

When Bryan Swank joined the Transitions Group as Controller, the company was using a proprietary accounting software package that lacked much of the functionality needed to manage the busy rental business. "It did a horrible job tracking inventory," Swank recalls. "The bank would ask us for a listing of our inventory—and we really couldn't provide it. That made me a bit nervous."

Swank resolved to replace the old system with a modern, flexible solution tailored to the rental industry. His research led him to RCMS (Rental Control Management System) from Pacific Rental Solutions, Inc. "It was the best fit for us," says Swank. "It has the controls we need and the flexibility to adapt to our business model."

#### **Bar Coding Ensures Accuracy**

In the company's busy warehouse, staff works to fill rental contracts and load furnishings on the company's fleet of trucks for delivery.

Every item in the company's inventory is now tagged with a bar coded label that is printed directly from RCMS. As staff fills a rental contract, they assign a serial number to each item on the



order by scanning the barcode label on the item. This procedure ensures that nothing leaves the warehouse that is not on a contract, and that the correct item is picked.

It's common for a customer to order additional items after the original items are delivered. Swank says before RCMS, it wasn't uncommon for items to be placed on a truck for delivery without being added to the contract. "The bar code capability is a huge asset to us," says Swank, "Mistakes have virtually been eliminated; and every item that leaves here is accounted for."

RCMS also speeds returns; items are scanned as they are offloaded from the company trucks, removing them from the rental contract, "We know right away if we're missing an end table, for example, and can take action right away," says Swank.

#### Customer Information:

*Transitions Group dba*

*Furniture Options*

Headquarters:

Wichita, Kansas

Industry:

Furniture Rental

Web Site:

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

*"Our revenue has increased because RCMS has helped us eliminate lost billing opportunities. As a result, RCMS has paid for itself many times over."*

Pacific Rental Solutions, Inc.

Pacific Rental Solutions, Inc. has over 15 years experience in the rental industry. This has given us the unique capability of understanding the requirements and challenges that our prospects face everyday. Rental Control Management System is the most mature, feature rich rental software on the market. Our integration with accounting, e-commerce and CRM, has made us the #1 rental software for the past 15 years.

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software

Authorized Partner

### Tight Inventory Control

“With RCMS I know exactly what’s in the warehouse and what’s out on rental contract,” Swank says. “And I’m certain we’re billing for everything that’s out there.”

RCMS makes it easy to perform routine cycle counts to ensure accuracy. “We might choose to do a spot check on televisions, just to be certain they’re all there,” says Swank.

### Hosted or In-House Solution

RCMS is hosted on Pacific Rentals Solutions’ state-of-the-art server, and Swank says there has not been a single minute of downtime. “We could host it locally, but it’s working so well for us we haven’t considered changing,” notes Swank.

“The support we receive from Pacific Rental Solutions is excellent,” says Swank, “I’m always able to get my questions answered.”

### Streamline Billing Operations

By providing integrated accounting and inventory management capabilities combined with comprehensive rental industry features, RCMS has eliminated the duplicate data entry which used to be commonplace at Furniture Options.

Previously, staff would have to calculate each contract’s monthly billing amount manually, and enter that information into the accounting software. RCMS automatically generates invoices according to the rental contract terms. The company’s cash flow has improved as a result of more accurate, timely billing.

### Accurate Depreciation

Depreciation of rental inventory is a common rental industry concern. Before RCMS, Transitions Group used a bulk depreciation method, simply because it was too cumbersome to track individual items.

RCMS automates the depreciation calculations, making it simple to accurately determine the value of each individual item. “Before when an item was sold, we never knew whether that item was fully depreciated or not,” Swank recalls. “Now we’ve got accurate, auditable data.”

### Strategic Buying Decisions

Swank says RCMS has helped the company make strategic decisions about its purchasing practices. For any item in inventory, the company can quickly determine when it was purchased, at what price, and how much it’s generated in rental income.

“We use that information to buy more of popular items, and phase out those that aren’t performing,” he explains.

### RCMS Pays For Itself

“Our revenue has increased because RCMS has helped us eliminate lost billing opportunities. As a result, RCMS has paid for itself many times over,” concludes Swank.



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