

SUCCESS STORY: METROPOLITAN SALES COMPANY

# *Metropolitan Sales Company Celebrates 30 Years of Seamless Commissions by EthoTech*

Metropolitan Sales Company is a value-added distributor of point-of-sale hardware. For more than 40 years, they have worked with large and small resellers across America to supply, implement, and support touchscreen monitors, barcode scanners, receipt and label printers, and other critical business hardware that most people see every day but never notice.

Once you start looking, you'll come across Metropolitan Sales' offerings everywhere: as you're ordering dinner, depositing your paycheck at the bank, or picking up a pint of milk at your local convenience store. This is a testament not only to their well-earned reputation for high quality but also to their salespeople's productivity.

To keep their sales team motivated, Metropolitan Sales knew they needed to speed up the 2-3 months it took to manually process their complicated commissions. EthoTech helped them automate their processes and pay commissions quickly... but that was 30 years ago.



#### INDUSTRY

Value-added distribution

#### CHALLENGE

Their prior manual process took 2-3 months to pay commissions.

#### SOLUTION

Thanks to the power of EthoTech's Commission Plan, complex calculations with specialized requirements have been running seamlessly for 30 years.

## *Meeting Evolving Commission Calculation Needs for 30 Years & Still Going Strong*

Most tech case studies come from customers who recently implemented a solution. Users speak about the hours they save now compared to their previous processes, but you don't often hear their glowing praise 3 decades later. That's because few products are as flexible as Commission Plan, which meets virtually any use case and has a development team 100% committed to keeping up with the changing times.

What were you doing in the mid-90s? Alan Sweet, General Manager at Metropolitan Sales Company, was working with EthoTech to set up and run the complex, specialized calculations he needed to streamline his company's commission processes while maintaining transparent calculations for his sales team. He's still running those same calculations now, plus a whole lot more.

"Over the years, EthoTech has changed with the way technology has changed and with the way sales are being done," Sweet says. For example, "Back when our Commission Plan software was new, credit cards were not used. Most orders were paid either by check after thirty days or COD. But in the B2B world, the use of credit cards has grown tremendously... and EthoTech integrated credit card payment terms into the software so we could account for the credit card fee we get charged. That's one additional calculation that we didn't have to worry about."

## *Accuracy & Time Savings Add Up to Success*

Over the years, Commission Plan by EthoTech has become, as Sweet puts it, "part of the fabric of what we do on a day-to-day basis." It works seamlessly every day. Upgrades are flawless. And it integrates perfectly with Microsoft Dynamics GP and integrations they've added, including online ordering tools and SalesPad.

*When it comes to software, "accuracy and time savings are what's most important," says Sweet. "We wouldn't stick with a product that creates more work. The people here take pride in what they do, and they want to work efficiently and accurately. We can't afford to have employees who are frustrated with the processes that we've put upon them. EthoTech is seamless, and they don't even know that they're using it."*

One creative way that Sweet uses Commission Plan to save additional time is by updating numerous commission calculations simultaneously. “I can calculate 150-200 line items without having to go into each order and update it.” He simply goes into the EthoTech tables for a specific product class, downloads the information into Excel, and then updates the information to calculate accurate commissions for multiple items instantly.

To save even more time, Metropolitan Sales has added additional EthoTech solutions, including SmartSort, which cuts down on repetitive tasks in GP, and Customer Service Collection, which helps answer customer questions quickly and correctly. These solutions have also evolved with the times. After taking a fresh look at Customer Service Collection, which he primarily uses to prevent duplicate PO numbers, Sweet says, “There may be a lot more helpful features we can use there.”

## *EthoTech: High-Quality Service and a High-Quality Product*

The Metropolitan Sales team takes pride in delivering high-quality service and high-quality offerings – values that they know are mirrored by their vendor, EthoTech.

When Sweet recently encountered a Microsoft GP issue that prevented an invoice from posting, he contacted EthoTech for help. “While I was sure it was not an EthoTech issue, I was not sure what the resolution was,” he explains. “I was happy to see that EthoTech went beyond just saying ‘This is not our problem,’ and actually provided ways of resolving the issue in GP.”

*“Thanks for making my job easier.*

*This is one of the reasons we have been with  
EthoTech for 30 years.”*

