



20-20 SURFACES INTEGRATES & STREAMLINES BUSINESS PROCESSES FOR AMANZI GRANITE & TILE

"It takes time and an understanding of specific business needs to ensure technology performs effectively. In addition to providing the software technology, 20-20 also provides the expertise to make sure the technology works properly and to keep us moving forward in utilizing all the capabilities that 20-20 Surfaces has to offer." – Omar Kalaf, Owner of Amanzi Marble & Granite

The Challenge

At the Amanzi Marble & Granite facility in North Carolina, the company fabricates high-quality kitchen countertops featuring a wide selection of premium surfaces including granite, marble and quartz. The company employs more than thirty people and with its consistent growth in recent years, the number of orders that needed to be processed began to strain the existing business process systems.

“We needed a new order-processing solution to integrate everything we do within one system,” said Omar Kalaf, Owner of Amanzi Marble & Granite. “We were running the company on four separate systems that required us to transfer information manually as orders made their way through various departments. In addition to creating extra administrative work, manual data-transfer also makes it more likely for mistakes to occur.”

In searching for a new solution, Kalaf wanted to incorporate all facets of the operation—scheduling, billing, inventory, receiving, shipping and allocating goods to each job—under a unique identifier, such as an invoice number. “As we grew and began handling more orders, we needed a database that could do all of this so that we could process orders more quickly and check on the status of each order instantly rather than manually checking,” Kalaf said. “We also wanted to have the ability to analyze profitability and track everything associated with a job, including the hours.”

The Solution

Amanzi Marble & Granite found the answer to this challenge from 20-20 Technologies and its 20-20 Surfaces solution. “The solution is exactly what a business like ours needs because it includes all the steps in our order process,” Kalaf said. “With the features that 20-20 has included, it seems as though a countertop fabricator working in the trenches created this software. 20-20 knows our business well.”

20-20 Surfaces is a business management solution for countertop fabricators and retailers that allows clients to track jobs from initial customer contact to the fabrication process and right up to invoicing. 20-20 Surfaces includes complete functionality for lead management, project management, quoting and proposal creation, scheduling, inventory control and purchase-order management.

A key aspect of the solution that Kalaf emphasizes is that 20-20 offers to customize the solution to ensure it works properly within Amanzi’s business processes. “No solution works automatically out of the box—especially in a complex manufacturing environment like ours,” Kalaf said. “It takes time and an understanding of specific business needs to ensure technology performs effectively. In addition to providing the software technology, 20-20 also provides the expertise to make sure the technology works the way it should and keeps us moving forward by utilizing all the capabilities that 20-20 Surfaces has to offer.”

The Solution

There are many ways in which 20-20 Surfaces has helped Amanzi including scheduling, the allocation of materials to particular jobs on the schedule, customer history tracking and accountability by knowing who is currently responsible for each order in process. With 20-20 Surfaces, Amanzi has also refined its operational processes, which allows the staff to spend less time focusing on the management side of orders and more time on customer service and generating new business opportunities. The company has also streamlined the quote process, which allows proposals to be closed sooner, as well as inventory control so that Amanzi now has more accurate records on what inventory is needed and how they can avoid overstocking.

“We can now open just one program to find out what’s going on with each order rather than opening multiple programs and manually transferring information from one program to the next,” Kalaf said. “Everything is there in one program—we just click on information tabs to quickly pick the component we need to see.”

20-20 Surfaces has helped Amanzi improve customer service since information can be retrieved faster, speeding up the time to complete orders. “Once an order is generated, it automatically goes out to whichever station needs to handle it,” Kalaf said. “We can also quickly see which materials to pull, what the job consists of and the countertop drawing. 20-20 Surfaces handles the routing and allocation automatically.”

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Omar Kalaf, Owner
Amanzi Granite & Tile

Scheduling, billing and inventory are now all integrated and Amanzi can also track countertop remnants much more efficiently. “We used to just stack remnants and would have to go outside to our yard to see what’s available,” Kalaf said. “Now, anything that is left over from a job goes back into inventory under the same lot number from which the slab was cut. We take a picture of it and put it back into inventory. This allows sales people on the road to see exactly what’s available when they need to reserve material.”

Kalaf emphasizes the flexibility that 20-20 Surfaces offers as a key benefit since it allows the solution to be synchronized with Amanzi’s business processes. “Once you tweak and customize the software to your particular needs, it’s the ticket to more fully automating all of your processes.”