



CUSTOMER SUCCESS STORY

CUSTOMER

North American Airlines

INDUSTRY

Airline

LOCATION

United States/Worldwide

SYSTEM

Sage Accpac ERP

Sage Accpac Helps North American Airlines Soar to Great Heights

Headquartered in Queens, New York, at JFK International Airport, North American Airlines (NAA) is one of the industry's most successful airlines, boasting uninterrupted profitability during its 13-year history. President George W. Bush and Vice President Dick Cheney flew NAA during the 2000 presidential campaign, and U.S. military personnel and the White House press corps continue to fly NAA.

In mid-2001, NAA's existing business software became unable to accommodate the company's increasingly complex financial reporting requirements. The company sought the expertise of Pyramid Consulting, Inc., a New York metro-based computer consulting firm, to implement Sage Accpac accounting software. Pyramid Consulting provided a highly flexible and responsive solution that has made NAA more efficient.

NAA Seeks Powerful Business Software Solution to Maintain Profitability

NAA has achieved profitability every year since its inception in 1989, which is remarkable in today's highly volatile



airline industry. As the airline grew over the years, so did the complexity of NAA's financial reporting requirements. Along with this growth came a realization by NAA management that the company's existing financial software system was proving incapable of performing the necessary level of detailed financial analysis. Steve Harfst, COO of NAA, recognized that in order to sustain profitability, NAA needed more disciplined control over costs and the ability to analyze all profit and loss activity on a more granular level. "In the airline business, the ability to control variable costs—for example, fuel, catering, ground handling, and pilot and flight attendant wages—can determine the success or failure of an airline.

CHALLENGE

NAA was incapable of performing detailed financial analysis for optimum profitability. NAA needed a way to analyze all profit and loss activity on a more comprehensive level.

SOLUTION

Sage Accpac gives NAA the flexibility to custom-design financial reports across all levels and a chart of accounts that grows with the company's needs.

RESULTS

Sage Accpac provides robust business management capabilities, highly customized financial reports, and an extensive chart of accounts—making it easier for NAA to stay profitable.

"Sage Accpac has fulfilled all of our objectives in terms of financial reporting and our ever-expanding chart of accounts. With Sage Accpac business analysis tools, we are more confident than ever in our ability to make the best possible decisions for our company. With such a seamless conversion of our data and significant gains in productivity and efficiency, it is clear that Sage Accpac was the right choice for NAA."

—Steve Harfst
Chief operating officer
North American Airlines

ABOUT SAGE SOFTWARE

Sage Software has been responding to the needs, challenges, and dreams of small and mid-sized businesses for over 25 years. With a complete range of business management solutions and services, Sage Software helps companies improve customer relationships, reduce costs, and automate and integrate a variety of operational activities. Its solutions support the specialty needs of a broad scope of industry segments, including manufacturing, distribution, construction, real estate, nonprofit, and professional services.



Having a business software system with the flexibility and functionality to track all of our expenses in any way we need is essential for us to stay profitable."

In order to achieve its objectives, NAA sought a more powerful and robust accounting solution that would offer the flexibility to custom-design financial reports across all levels. "We needed to be able to track all of the expenses for each of our two fleets (767s and 757s), for each plane and for each flight, in order to ensure that we were profitable on every level," says Harfst. "We also wanted the flexibility to split costs, for example, between charter flights for military personnel or the White House press corps, and to track the profitability of these flights."

NAA Flies High With Sage Accpac's Sophisticated Analysis Tools

NAA was already familiar with Sage Software business solutions and contacted Pyramid Consulting for guidance during the transition to a new system. After assessing the company's particular situation, Pyramid Consulting recommended Sage Accpac 500 because the software's sophisticated financial reporting functionality and customization tools could be easily molded to match NAA's exact specifications.

In just over a month, Pyramid Consulting performed the entire implementation of Sage Accpac, including an extensive overhaul of the company's chart of accounts.

Incredibly, due to Pyramid Consulting's fast turnaround, NAA closed May with the old system and opened June with Sage Accpac up and running. Financial reports were customized to NAA's exact specifications, and its chart of accounts could expand as business grew.

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