



Terminal Freezers

Cold storage warehouse and distributor continues to grow with Milestone.

“What used to take us 2 to 3 days, now only takes us 2-3 hours. “

Todd Nelson, CFO, Terminal Freezers

Customer Profile

Terminal Freezers

- 250 Employees
- Headquartered in Burlington, WA
- 4 locations, in multiple states

Terminal Freezers provides innovative and cost-effective custom warehousing solutions tailored to meet the varied needs of their clients. Conveniently located across the Western United States, their facilities encompass over 30,000,000 cubic feet of public cold storage.

The Challenge

Terminal Freezers had been running on their software solution for a long time and needed to make some updates.

The Solution

As Terminal Freezers' long-standing technology partner, Milestone was able to assist with the further customization of their software system to keep up with their growth.

The Results

Thanks to Milestone's help, Terminal Freezers has been able to become more efficient and streamline their processes, saving them several days of work each month. In addition, they have been able to maintain the same staff levels while they have doubled their sales!

“Thanks to Milestone and our ERP we are saving over \$500,000 annually!”

Todd Nelson, CFO, Terminal Freezers

Milestone is a solutions partner to Northwest area businesses for over 20 years.

We implement business management systems that combine core accounting functionality with manufacturing, and distribution functions to increase efficiency, productivity and profitability.

“We’ve grown from \$25million to \$50million in sales and haven’t added any staff.”

Todd Nelson, CFO, Terminal Freezers

Continuing Growth

Terminal Freezers has had a long standing relationship with Milestone. In addition to implementing their current ERP, Milestone has done significant custom work for Terminal Freezers outside of the system in SQL.

Dan Eiford, President of Milestone Information Solutions recalls, “Due to the complexity of Terminal Freezer’s business, tracking 400-500 million pounds of inventory for hundreds of customers, Milestone developed reports with multiple ways to “crunch”, view, and calculate inventory transactions. Milestone also designed the billing integration between the warehouse and the ERP system, so that all charges would be imported into the accounting system.”

According to Todd Nelson, CFO for Terminal Freezers, “When I joined the company, it was time to make some updates to the system to adjust to our changing needs. Multi-location issues were first on the list of items to tackle. With our long standing relationship with Milestone, we were confident they could help us yet again.”

A Strong Foundation for the Future

With four separate companies and 250 employees in multiple states, managing payroll – especially overtime – used to take two to three days per cycle, and was an overwhelming task. Milestone implemented an electronic time-clock system which was integrated into an updated payroll program that could handle multiple locations in multiple states. “What used to take us 2-3 days, now only takes us 2-3 hours,” proclaimed Todd. He continued, “Milestone also found ways to eliminate all duplicate data entry. We’ve grown from \$25 million to \$50 million in sales and haven’t added any staff. In fact, we even eliminated part-time help that used to come in just to help with data entry. We are now adding another location and are able to phase out several accounting people that came with that location. As a result of our system and the support we get from Milestone, we can continue to grow without adding people.”

Next Steps

Next on the list for Terminal Freezers and Milestone is to integrate the warehouse management system. This is expected to save the company \$150,000, and can be done without adding the 1-2 staff positions that would be needed without the integration. Todd concluded, “Milestone works hard and is very responsive. They know what the system can and can’t do, and they won’t waste your money on something that doesn’t make sense. Their services go far beyond just selling and support. They work with SQL, Crystal Reports, and develop different tools for people to access the information, all using one interface. They provide data integration, custom reporting, and their skills go well above and beyond what I ever expected. Thanks to Milestone, we’ve been able to eliminate eight staff positions. That alone represents a minimum of \$500,000 in savings annually!”

This guide was created by
Milestone Information Solutions

Connect with us for more information.
360-734-3387

