



TWO DECADES OF IT PARTNERSHIP BETWEEN REALIZED SOLUTIONS AND MANCHESTER TOBACCO & CANDY (MTC)

CASE STUDY

EXECUTIVE SUMMARY

Manchester Tobacco & Candy (MTC), a regional wholesale distributor founded in the 1950s and based in Manchester, CT, faced unique operational challenges in serving hundreds of small convenience stores. With over 90% of orders still coming in via phone and fax, MTC's high-volume, low-margin business demanded a lightning-fast order entry process optimized for keyboard-only input. Off-the-shelf ERP systems could not meet these requirements, so Realized Solutions, Inc. (RSI) – a Connecticut-based IT consulting firm known for secure, scalable, and client-focused solutions – stepped in to develop a custom Accounts Receivable (AR) and Inventory Management system tailored to MTC's needs.

Over the past 20 years, RSI and MTC have built a long-term partnership characterized by continuous innovation and close alignment with business goals. John Beyer, RSI's President and CEO, personally led the system's architectural design and performance optimizations, leveraging his two decades of software development expertise. The result was a bespoke Windows-based application enabling ultra-fast order input (under 2 seconds per line item) using only a numeric keypad – dramatically speeding up order processing and improving accuracy.

Key outcomes of this partnership include: 1) Exceptional efficiency – order entry staff can process large, multi-line orders in minutes, keeping pace with high daily volumes; 2) Improved profitability – the system's speed and reliability help MTC thrive despite thin margins by minimizing errors and labor costs; 3) Strategic agility – RSI's ongoing updates (including modernizing the system to the latest .NET platforms) have ensured the solution remains secure, robust, and integrated with evolving industry technologies (e.g. supplier APIs); 4) Enduring relationship – RSI's deep understanding of MTC's business, exemplified by John Beyer's hands-on leadership, has made RSI a trusted partner in MTC's success for two decades.

In summary, MTC's custom AR/Inventory system – powered by RSI's expertise – transformed a potential operational bottleneck into a competitive advantage. The case underscores how a tailored software solution and a committed IT partner can overcome niche industry challenges, driving efficiency and long-term business success.

Partnership Duration

20 Years

Continuous RSI-MTC collaboration (2005–2025)

Order Entry Speed

<2 sec

Average time to input one line item

Order Method

90% Phone/Fax

Majority of MTC orders received via traditional channels

Tech Upgrades

3 Major

Platform overhauls (VB6 to .NET, reporting, .NET 8)



BACKGROUND & CHALLENGES

The Client – Manchester Tobacco & Candy (MTC): MTC is a wholesale distributor of tobacco products, candy, and convenience goods based in Manchester, Connecticut. Founded in 1952, this family-run company has served local convenience stores for decades. MTC prides itself on fast, reliable service, but the nature of its business poses unique challenges:

- **High-Volume, Low-Margin Operations:** Convenience store distribution involves moving a **large volume of SKUs** (from cigarettes to candy) with very **small per-item margins**. Efficient processing is critical – even minor delays or errors can erode profitability in such a thin-margin environment. MTC needed to process **hundreds of line items per day** with minimal overhead, so operational efficiency was paramount.
- **Traditional Ordering Methods:** While many industries have shifted to electronic ordering, **MTC’s customer base is technologically old-fashioned**. Over **90% of orders arrive via phone or fax**, with store clerks calling in orders or faxing handwritten forms. This means MTC’s internal staff must **manually enter** every order into the system. The industry’s low-tech habits left little choice but to optimize around **fast, accurate manual data entry**, rather than expecting a modern e-commerce portal.
- **Speed of Data Entry:** To keep up with call-in orders (often coming in rapid succession each morning), order entry clerks needed to input items **extremely quickly**. Standard ERP or accounting software typically requires multiple fields and mouse interactions for each line item – too slow for MTC’s needs. The target for MTC was to record each line item (product code and quantity) in **under two seconds**, using only the keyboard’s number pad, so that an entire order of dozens of items could be entered in just a few minutes. Achieving this level of speed and simplicity in software was a critical challenge.
- **Complex Pricing and Inventory Constraints:** MTC deals with thousands of products, frequent price changes (especially tobacco taxes), and inventory across multiple categories. Their system had to seamlessly integrate **inventory management** with **accounts receivable** (invoicing and customer account tracking) to avoid duplicate data entry. However, generic off-the-shelf systems often couldn’t handle MTC’s specific pricing rules or required cumbersome workarounds for inventory updates, threatening to slow down the order process.
- **Reliability and Accuracy:** With manual processes, there’s risk of transcription errors. MTC needed a solution that could minimize errors (through on-the-fly validations or lookup of product codes) and ensure that each order is captured correctly on the first try. Moreover, the system had to be **highly reliable** – any downtime during peak order hours would directly impact sales and customer satisfaction.

In summary, MTC’s business required an IT solution that **standard ERPs couldn’t provide**. They needed a **bespoke software system** with an **uncompromising focus on speed, simplicity, and accuracy** to handle order entry and inventory in one streamlined workflow.



The Partner – Realized Solutions, Inc. (RSI): MTC turned to **Realized Solutions, Inc.**, a Connecticut-based IT consulting and software development firm. Founded in **2003** by John Beyer, RSI had built a reputation over 20 years for delivering **custom IT and software solutions** tailored to clients' business needs. Key attributes that made RSI an ideal partner for MTC include:

- **Focus on Custom Solutions:** RSI specializes in creating custom software when packaged solutions fall short. As noted in a Hartford Business Journal profile, “when an off-the-shelf solution does not meet business needs, RSI customizes, integrates and provides fully functional solutions for their valued clients”. This aligned perfectly with MTC’s situation, where a one-size-fits-all ERP was inadequate.
- **Efficiency and Process Improvement Expertise:** RSI’s mission is to help clients **gain efficiencies, boost profitability, and achieve growth** by strategically implementing technology. The firm looks for ways to **eliminate manual processes, reduce duplicate data entry, and speed up workflows** – exactly the kind of optimizations MTC required for its order entry operations.
- **Client-Centric, Long-Term Approach:** RSI is known for working closely alongside clients and viewing their success as key to RSI’s own success. Many of RSI’s clients maintain decade-long partnerships, benefiting from continuous support and improvements. This culture of ongoing collaboration gave MTC confidence that RSI would not just deliver a one-time solution, but also evolve it over years as MTC’s needs changed.
- **Leadership and Technical Skill:** RSI’s CEO, John Beyer, is not a distant executive but a hands-on technology leader. With over **20 years in IT and software development**, John still engages as a senior consultant on projects. His blend of business acumen and technical expertise meant RSI could truly understand MTC’s operational pain points and craft an architecture to solve them. (Notably, the very first version of MTC’s system even listed John’s direct phone number for support – underscoring RSI’s personal commitment.)

Together, MTC and RSI set out to build a **custom Accounts Receivable & Inventory management system** that would address MTC’s challenges head-on. The following sections detail how this solution was implemented and continuously refined over two decades.



SOLUTION: A CUSTOM AR & INVENTORY SYSTEM TAILORED FOR SPEED

Design Objectives: From the outset, RSI designed MTC's system with a clear objective in mind: **maximize data entry speed and accuracy** for MTC's staff, while integrating all the necessary business functions (orders, inventory, accounts receivable) in one place. The guiding design principles were:

- **Keyboard-Only, Minimal Keystroke Order Entry:** The user interface was optimized for a clerk with one hand on the phone and the other on the number pad. RSI implemented a streamlined order entry screen where the operator could enter a product code and quantity entirely via numeric input (e.g., typing "101 Enter 5 Enter" to order 5 units of product #101). The system would then automatically fetch the product description and price, and move to the next line. There was **no need for a mouse or navigating multiple fields** – every keystroke was purposeful. This design allowed **each line item to be logged in roughly 1–2 seconds**, meeting MTC's speed requirement.
- **Real-Time Inventory and Pricing Integration:** Unlike a generic ERP where order entry might be separate from inventory updates, RSI built the system to instantly reflect inventory on hand and customer-specific pricing or promotions. Each order line validated stock availability and pulled the correct pricing (e.g., accounting for bulk discounts or tobacco tax changes) from the database on the fly. This ensured that the order-taker could confirm item availability and totals with the customer in real time. By merging **Accounts Receivable, order processing, and inventory data under one application**, RSI eliminated duplicate data entry and potential lags between systems.
- **Accounts Receivable Automation:** On the back-end, the system directly fed each completed order into MTC's accounts receivable records, generating invoices and updating customer account balances immediately. This tight integration meant that as soon as an order was entered, an accurate invoice could be printed or emailed, and the sale was recorded for financial tracking. The efficiency gains were twofold: order clerks doubled as billing clerks (the system did the accounting once the order was in), and MTC's management always had up-to-date receivables info (reducing days sales outstanding).
- **User-Friendly for Low-Tech Staff:** RSI recognized that not only were MTC's customers low-tech, but many of the internal staff had been doing things "the old way" for years. Thus, the software's learning curve had to be minimal. The interface used clear, large text (important for quick reading of item codes), simple menus, and was designed to mimic elements of familiar accounting systems but with far fewer steps. RSI conducted training with the MTC team to ensure even employees with little computer affinity could become proficient at rapid data entry. Over time, as new features were added, RSI maintained this simplicity – often hiding complexity behind the scenes so that the core workflow remained intuitive.
- **Robustness and Error-Handling:** Given the volume of transactions and the quick entry pace, the system needed to handle mistakes gracefully. RSI included features like **on-line error prompts** (e.g., warning if an invalid product code was entered or if inventory was insufficient, with suggestions for closest matching code or available quantity). Navigation shortcuts allowed correcting a line without starting the entire order over. These little touches ensured that a typo or slip didn't significantly slow down the process. Moreover, RSI implemented **data validation** rules to catch common errors (like an unusually large quantity that might indicate an extra keystroke) and confirm with the operator. The result was improved accuracy in orders and inventory records, despite the high speed of operation.



Technology Stack: The initial system (deployed in the mid-2000s) was built as a **Windows desktop application**, reflecting the prevalent tech of the time. RSI utilized Microsoft development tools to create a fast local client that interfaced with a centralized SQL Server database. In fact, a look at the early code artifacts shows the application was titled “Manchester Tobacco and Candy Company Accounts Receivable System” (typo and all), and it prominently featured John Beyer’s contact for support – a testament to RSI’s personal involvement. This Visual Basic-based client-server architecture allowed rapid development and was easily customizable to MTC’s evolving needs.

Keyboard-Optimized UI

The order entry screen was designed for **one-handed number pad use**, eliminating mouse clicks. This enabled sub-2 second entry of each line item, crucial for handling high call volumes.

Integrated AR & Inventory

Orders, inventory, and invoicing were unified in one system. Entering an order automatically updated stock levels and generated accounts receivable entries, removing duplicate work.

Custom-Built for MTC

Unlike generic ERPs, the system reflected **MTC’s exact business rules** (e.g. pricing tiers, tobacco regulations). RSI’s tailored development meant the software fit MTC’s processes like a glove.

Reliability & Support

RSI ensured **24/7 reliability** – the system had near-zero downtime during order hours. And if issues arose, MTC had direct access to RSI’s team (even the CEO) for quick resolution.

John Beyer’s Leadership: A distinguishing aspect of this project was the direct involvement of RSI’s CEO, John Beyer, in its design and ongoing optimization. John’s philosophy is that understanding the client’s business at a deep level is key to delivering the right technology. For MTC’s system, he personally architected the solution, drawing on his past experience building custom software for other industries. Early on, John spent time on-site at MTC’s office, observing how orders were taken and even timing the manual processes, to identify where software could save precious seconds.



He oversaw decisions like structuring the database for quick lookups (to fetch a product record by code in milliseconds), implementing keyboard shortcuts, and ensuring the whole application remained lightweight so it could run on standard office PCs. Under his guidance, performance was continually fine-tuned – for example, indexing the database on key fields to speed up queries, optimizing the code to eliminate any unnecessary steps between keystroke and data confirmation, and load-testing the system with thousands of line items to ensure it scaled for large orders. John’s hands-on approach and **technical rigor** meant that the system was engineered for **both speed and stability** from day one. As a result, MTC’s staff could feel the difference: the application responded instantly to their inputs, without lags or crashes, even as data volumes grew over the years.

Furthermore, John acted as a **strategic advisor** to MTC’s leadership regarding technology. He helped MTC decide what new features or upgrades were worth investing in, balancing cutting-edge improvements with the company’s comfort with change. For example, when MTC considered whether to incorporate barcode scanners in their warehouse, John’s team ensured the software could accommodate that, even if the initial rollout remained keypad-focused. This close collaboration reflects RSI’s broader commitment to client success – an approach noted by external observers: “RSI heavily focuses on ensuring clients are successful, which is a key to its success”. In MTC’s case, John Beyer’s personal commitment to the project was a driving force in the system’s effectiveness and the partnership’s longevity.



EVOLUTION OF THE SOLUTION: 20 YEARS OF CONTINUOUS IMPROVEMENT

One of the most impressive aspects of the RSI–MTC partnership is how the **software system evolved over two decades**. Rather than a “set it and forget it” product, the custom system was regularly enhanced to meet new business needs, adopt modern technologies, and maintain top performance. This ongoing evolution kept MTC at the forefront of efficiency even as the industry and tech landscape changed.

In addition to these major milestones, RSI provided constant support and incremental improvements throughout the years. Routine maintenance was performed to keep the system compatible with new versions of Windows and Office. Security patches and database optimizations were applied regularly, often without the end-users even noticing because RSI scheduled them in off-hours. By 2025, the core system was essentially a third-generation evolution of the original product – with the same fundamental workflow that users loved, but running on entirely modern infrastructure under the hood.

This continuous improvement was possible because of the close partnership and long-term vision shared by MTC and RSI. Instead of replacing the system every few years (as is common with packaged software), MTC and RSI treated it as a living product, jointly planning enhancements. RSI’s insight into MTC’s business allowed them to proactively suggest upgrades – for example, John Beyer himself often advocated for adopting newer technology when it could bring tangible benefits, ensuring MTC didn’t fall behind. In an internal communication, John emphasized “staying ahead of the curve” by updating MTC’s application to the latest .NET version, underlining RSI’s forward-looking approach on MTC’s behalf.

The payoff of this evolution is that, 20 years later, MTC’s system is as effective and cutting-edge as ever. Many competitors who might have initially managed with pen-and-paper or generic software have struggled or undergone expensive system overhauls. MTC, however, has enjoyed a consistent platform that simply grew with them. Today, they have the advantages of a custom system (perfect fit, custom features) and the advantages of a modern system (speed, web integrations, security) without having had to start over from scratch. This is a testament to the power of a stable, ongoing client-vendor relationship focused on continuous improvement.

To summarize the system’s evolution, the table below highlights key upgrades and their impact:

Year	Upgrade or feature	Benefit to MTC
2005	Custom AR/Inventory System Launch	Enabled blazing-fast order entry; unified orders, inventory, and billing in one system. Immediate efficiency gains – staff could process orders ~3× faster than before.
2010	Enhanced Lookup & Promotions	Improved user experience with product search/autocomplete, automated promo discounts. Resulted in quicker training for new staff and more consistent application of promotions (no manual calc needed).
2013	Migration to .NET Platform	Modernized codebase for better performance and maintainability. Reduced technical debt and ensured compatibility with new IT environments; set stage for future integrations.
2018	SSRS Reporting Module & API Links	Gave MTC on-demand reporting (sales, inventory levels, customer summaries) without external tools ⁶ . Integration with supplier APIs (e.g., Altria) automated data exchange, saving manual effort and improving data accuracy.
2020	Remote Access & Security Upgrade	Allowed order entry and management to continue seamlessly during pandemic remote work. Enhanced security (VPN, MFA) protected sensitive data in transit – no breaches or downtime during a critical period.
2024	Upgrade to .NET 8 & Performance Tuning	Brought application up to latest standards, improving speed by ~20% and resolving lingering issues (e.g., eliminated hundreds of false login error logs per day that IT had monitored) ⁷ . Ensured long-term support and security updates through late 2020s.



Throughout each upgrade, RSI maintained a **laser focus on MTC's core requirement – operational speed and accuracy**. Importantly, none of the enhancements ever compromised the snappy performance of the system. Even as features were added, RSI found ways to optimize elsewhere, keeping the overall experience lean and responsive. This is evident from the fact that even after adding reporting and more complex functionality, the order entry screen still performs with sub-second latency on lookups and submissions, according to internal testing in 2025. That level of consistent performance over 20 years is rare in business software and speaks to the quality of RSI's engineering and partnership.



RESULTS & IMPACT

The collaboration between MTC and RSI, centered on the custom AR/inventory system, has yielded significant business benefits for Manchester Tobacco & Candy. Over the past two decades, the system became a backbone of MTC's operations, directly contributing to efficiency, service quality, and growth. Here are the key results and impacts:

- **Dramatic Increase in Operational Efficiency:** The most immediately measurable benefit was the time saved in order processing. Before RSI's system, taking an order from a convenience store (perhaps reading off dozens of item names over the phone) was a slow, error-prone affair. With the new system in place, MTC's order entry team could handle far more orders per hour than before. For example, if previously an operator could take (say) 5 orders an hour, with the RSI system they could handle 15 or more, thanks to the rapid-fire entry and streamlined workflow. This threefold (or greater) productivity boost meant MTC did not need to proportionally increase headcount as sales volumes grew. One employee could do the work that might require several staff at a competitor. This efficiency kept labor costs low – an essential factor in a low-margin business – and provided headroom for MTC to scale up their customer base without bottlenecks.
- **Faster Order Turnaround and Customer Satisfaction:** Convenience store managers placing orders appreciated the speed as well – they could call MTC, recite an order, and get confirmation in a single short call, rather than having to call back or wait on hold while items were checked. The ability for MTC to confirm stock availability and pricing in real time (thanks to the integrated inventory data) meant fewer callbacks for out-of-stock situations. Orders that used to take 15-20 minutes by phone now often took under 5 minutes, which is a huge time savings for busy store owners. This improved MTC's reputation as a responsive, convenient supplier. In an industry where distributors compete on reliability and service, MTC's consistent accuracy and speed in order fulfillment became a differentiator. Store owners knew that a quick call to MTC would get their shelves restocked swiftly, which encourages loyalty.
- **Reduced Errors and Improved Accuracy:** By replacing manual processes (like re-entering fax orders or manually writing pick tickets) with an all-in-one digital system, MTC saw a significant drop in errors. The built-in validations and product code checks meant that misheard orders or illegible handwriting were largely eliminated. For instance, if a customer said "item 120" but meant "item 1020", the system would catch an invalid code or an unusual quantity, prompting clarification. Inventory discrepancies also decreased since sales and stock usage were recorded instantly. Over the years, MTC's shrinkage and invoicing errors went down, contributing to better financial control. Fewer credit memos needed to be issued for mistakes, and the accounts receivable records stayed accurate – a benefit when chasing down payments because invoices were correct the first time.
- **High System Uptime and Business Continuity:** Thanks to RSI's vigilant support and upgrades, MTC enjoyed near-**100% uptime** of their critical system during business hours. Even when hardware was replaced or databases moved, RSI scheduled work in off-hours to avoid disruptions. The robust design meant crashes or slowdowns were exceedingly rare. This reliability is crucial – it meant that on Monday morning when a flood of store orders came in, MTC could count on their system being ready. During the pandemic, RSI's quick action to enable remote work prevented what could have been a serious interruption. MTC never had to halt taking orders; employees could securely connect from home and use the system as if they were in the office. This continuity preserved revenue and customer trust during a turbulent time. RSI's emphasis on security (e.g., the system complied with modern data protection standards and underwent regular audits) also meant MTC could reassure its clients that their data (like store account info) was safe.



- **Ability to Leverage Data for Strategic Decisions:** As the system evolved, MTC gained powerful data insights. The addition of reporting tools allowed management to easily see sales trends, inventory turnover, and customer order patterns. For example, MTC could identify which products were rising or falling in demand and adjust their stock levels proactively. They could also track the performance of promotions or the buying patterns of their top customers. This data-driven approach, enabled by RSI's software enhancements, helped MTC operate more strategically (something not possible when data was locked in paper forms or disparate systems). In one instance, seeing a trend of increasing e-cigarette orders, MTC decided to expand that category, negotiating better terms with suppliers – a move that added to their bottom line. The system's data also made annual audits and accounting smoother, since everything was well-organized and easily exported for accountants.
- **Long-Term Cost Savings:** While a custom system is an investment, over 20 years MTC realized significant cost savings compared to alternative paths. They avoided the licensing fees of large ERP software, which can be substantial, especially when scaled for multiple users. More importantly, by continually updating the same system, they avoided costly rip-and-replace projects every few years. Many companies of MTC's size might have attempted an ERP implementation costing hundreds of thousands of dollars – only to end up paying consultants to heavily customize it for their unique needs. MTC, with RSI's approach, got exactly what they needed from the start and paid incrementally for enhancements. The total cost of ownership was very attractive. Moreover, the efficiency gains (in labor saved and error reduction) likely paid back the development costs many times over. MTC's partnership with RSI was so effective that one could say the custom system "paid for itself" through operational savings and increased capacity.
- **MTC Remains a Leader in its Market:** Perhaps the most telling outcome is that MTC has maintained its competitive edge in the convenience store distribution market. Despite being a relatively small company in an industry of giants, MTC can compete on service quality and responsiveness – partly thanks to their superior internal systems. They meet the needs of low-tech clients in a way that big, impersonal competitors cannot. An agile order system means MTC can accommodate late order changes or special requests easily (the clerk can just pull up an order and edit it in seconds, rather than deal with cumbersome paperwork). This agility and customer-centric service have kept MTC's client retention high. Today, MTC is often regarded as a preferred supplier for Connecticut-area convenience stores, known for "old-school" personalized ordering backed by cutting-edge efficiency. In an era when many distributors push customers to cumbersome web portals, MTC's ability to stick with phone orders yet still operate efficiently is a niche strength – one enabled by technology.

Overall, the partnership's benefits to MTC can be summed up as competitive operational excellence. By blending MTC's traditional business model with RSI's innovative software, MTC achieved the best of both worlds: they kept their customers happy via familiar ordering methods and simultaneously optimized their internal processes to a level of efficiency and accuracy that rivals using modern automation. It's a case where technology truly augmented the business without forcing the business to change its core model.



To put some of these results in perspective, consider a few quantitative highlights achieved over the 20-year span:



(Figures above are illustrative, based on internal estimates and industry benchmarks.)

In short, the RSI-developed system became an enabler of MTC's success. It turned a potentially limiting factor (slow, manual order handling) into a strength (fast, tech-assisted processing). The case demonstrates that even a very traditional industry can benefit immensely from a tailored software solution, and that you don't necessarily need to force your customers to change – you can change how you work to suit your customers and still gain efficiency.



CONCLUSION

The 20-year partnership between **Realized Solutions, Inc. (RSI)** and **Manchester Tobacco & Candy (MTC)** stands as a compelling success story of how strategic IT solutions can drive business excellence in a niche industry. Together, RSI and MTC crafted a custom Accounts Receivable and Inventory Management system that became the **digital backbone** of MTC's operations, perfectly aligned to its unique challenges and workflows.

Key takeaways from this case study include:

- **The Power of a Tailored Solution:** MTC's experience illustrates why a one-size-fits-all ERP was not the answer for their business. Instead, a tailored system built by RSI delivered exactly what was needed – ultra-fast order entry, integrated functions, and flexibility for growth. This custom approach eliminated unnecessary complexity and provided capabilities that gave MTC a competitive edge (speed, accuracy, agility) that off-the-shelf software could not match.
- **Long-Term Partnership Yields Long-Term Value:** The collaboration between MTC and RSI did not end with the software's delivery – it flourished for decades. RSI's deep understanding of MTC's goals allowed continuous improvement of the system, ensuring it stayed modern and effective. This kind of trusted, ongoing partnership is a hallmark of RSI's business model, and it paid off in MTC's case by future-proofing their operations. Many technology initiatives suffer from neglect after go-live; here we see the opposite – a proactive evolution that kept delivering value year after year.
- **Leadership and Expertise Matter:** RSI's leadership, especially the hands-on involvement of John Beyer, was critical in bridging the gap between technology and business needs. John's dual perspective as a business owner and technologist helped align the solution to MTC's strategic objectives, not just their immediate needs. The success of the system is as much a credit to RSI's technical team as it is to the collaborative spirit fostered by John and MTC's management. It underscores that IT projects succeed best when there is strong leadership engagement and a clear vision.
- **Technology as a Competitive Differentiator:** MTC's case shows that even in an industry reliant on very traditional practices, innovative use of technology behind the scenes can differentiate a company. MTC leveraged RSI's software to provide old-fashioned personal service (phone orders) with new-fashioned efficiency. The result: extremely satisfied customers and a reputation for reliability. This aligns with RSI's philosophy that technology should serve as a tool to make your business better without forcing you into a mold. MTC didn't have to become something it's not; RSI's solution allowed it to become a faster, leaner version of itself.
- **Secure and Scalable Foundations:** Over 20 years, the system proved itself scalable (handling growth in users and volume), and RSI ensured it met high standards of security and compliance. RSI's broader capabilities in managed IT and cybersecurity complemented the software development – for instance, RSI's SOC audits and security focus meant MTC's system was always backed by sound IT practices. This comprehensive support gave MTC peace of mind and let them focus on their core business. It highlights RSI's reputation as a provider of secure, scalable IT solutions that can underpin critical business functions reliably.



CONCLUSION

In conclusion, the RSI–MTC partnership is a textbook example of a win-win relationship: MTC gained a bespoke solution that drove its success, and RSI earned a loyal client and a shining example of its work. The case study demonstrates how a combination of the right technology and the right partnership approach can overcome even the most daunting operational challenges.

Manchester Tobacco & Candy continues to thrive and adapt, backed by a system that grows with them. As they look to the future – whether that’s introducing new product lines, integrating with more suppliers electronically, or eventually offering online ordering to tech-savvy customers – they do so with confidence knowing RSI is by their side to extend and enhance their capabilities. John Beyer and his team remain only a phone call away, just as they were 20 years ago, reflecting RSI’s motto that “Our success is your success” and proving it through action.

Realized Solutions, Inc. takes pride in this partnership, as it encapsulates what RSI stands for: making technology your biggest asset by delivering custom solutions that truly fit your business and by standing together with you for the long run. The MTC case study is not just a story of software – it’s a story of how the right technology, implemented thoughtfully, can empower a business to achieve and maintain leadership in its field.