

alertsoftware

by FIELDPOINT

High Tech Firm Takes Care of Business

Implements Advanced Customer Service Solution

“Invoicing, which had been a pain point for years, has been resolved through the integration of Alert and QuickBooks.”



Chriss Rhode
CEO
OrLANtech, Inc.

SUCCESS STORY

OrLANtech Inc.

AT A GLANCE:

Customer:

OrLANtech, Inc.

Location:

Orlando, FL

Industry:

Information Technology

Business Challenge:

Finding a more efficient method for tracking of, reporting on, and invoicing of billable parts and labor.

Solution:

Migrating scheduling and invoicing to Alert integrated with QuickBooks for all our back office accounting requirements.

Results:

Invoices can be created and sent with very little manual intervention and in a fraction of the time previously taken.

Customer Profile

OrLANtech specializes in computer repair and troubleshooting, network support and maintenance, anti-virus services, spyware removal, security audits and protection as well as other computer services to our customers. OrLANtech provides IT support services to small and medium sized businesses. In addition, we provide dependable voice and data cabling services.

By continuously seeking out the latest technology, networking and cabling solutions, we are able to offer the most advanced solutions for our customer's IT and cabling needs. We are devoted to analyzing the needs of each business on an individual basis in order to determine their immediate and long-term networking and cabling needs.

Business Challenge

Our biggest hurdle was invoicing customers on time and correctly. With a custom written, web-based scheduling program, all labor data was moved into invoices manually by cutting and pasting individual entries one at a time. Customers were sometimes billed twice or not at all, parts were not billed for or were billed after the labor invoice was sent, and customers were sometimes billed for other customers' time.

The problems escalated as the company grew. Customer data was kept in QuickBooks, our scheduling calendar, Exchange Public Folders, and a database to track network equipment. With a couple hundred active customers and 15 techs and engineers, invoicing was a month-long ordeal.





SUCCESS STORY

OrLANtech, Inc.

Business Benefits

OrLANtech, using Alert, has become a much more efficient service organization and has seen marked improvements in the following areas:

- Time from project completion to invoice is down from days or weeks to hours if need be.
- Having customer data entered in one location has improved accuracy and saved time.
- Easier to track parts that have been sold.
- Much less labor intensive to track and invoice contract customer hours, whether they are a block hour customer or flat rate.
- Reporting has become part of our routine as opposed to something that was avoided.

Solution Overview

As we were already using QuickBooks, it was very convenient to import all our existing customers directly into Alert. From that point on, all invoicing and new customers are imported automatically into QuickBooks, where we do all our backend accounting.

With the ease of customization in Alert, field techs and help desk personnel have only to enter critical information into incident timesheets. Account managers, who are responsible for the final approval of all labor items, find it easy to review and modify, if necessary, any entries created for their customers. Invoices for large projects are generated effortlessly with labor and parts contained in one easy to manage entity. Contract maintenance is a breeze with monthly invoicing handled in a few minutes.

“Even after reducing accounting staff, tracking of contract customers’ hours and invoicing efficiency has never been better”

**Olga Adams
Controller
OrLANtech, Inc.**

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