

OfficeCare Customer Story

With Alert Software, OfficeCare was able to take a flat-lined business and put life back into it.

Company Profile

OfficeCare is a computer technology sales and service company located in Cincinnati, Ohio. Services offered include IT Assessments, IT Outsourcing, Network Design and Installation, Hardware and Network Maintenance and Repair, Mobility and Wireless Support, and Technology Procurement. OfficeCare has been serving the Greater Cincinnati and Northern Kentucky area for over 20 years.

Business Challenges

David Warren, CEO of OfficeCare, acquired this company after it had been in business for 18 years. Warren's mission was to take this flat-lined company and put some life back into it. Technician accountability, customer service, and ability to invoice correctly were major issues for OfficeCare. They were using a homegrown system called "Service Manager" to help them manage their contracts, projects, and QuickBooks for invoicing.

David Warren needed to find a system that would help him scale and grow this business and be able to easily integrate other acquisitions into existing processes. Alert Software was able to do it all.

Solution Overview

As a web-based solution, Alert Software allows OfficeCare to properly track all aspects of their business at all times; whether they are in the office or at a client's location. After looking at other service management software products, Alert came out on top.

OfficeCare required a system that shares information with QuickBooks. One of the main reasons OfficeCare selected Alert Software was the ease of use with QuickBooks; literally, press one button in Alert to transfer all invoicing to QuickBooks.

The fact that Alert Software is built using Microsoft's .NET technology means it is using the latest development tools that make it highly customizable; this was a major selling feature. OfficeCare wanted a system that would fit their business, not the other way around.

Business Benefits

With the addition of Alert Software, OfficeCare now has a service system that has the ability and functionality to grow their business. Warren can now spend his time focusing on acquiring other companies, and let Alert Software help them take care of day to day business. Accountability is a major benefit that Alert Software has been able to help out with. Warren can now see a real-time data into resource productivity. He can easily retrieve the information from Alert Software and determine how and where people are spending their time. Maybe the most important benefit that OfficeCare has improved since implementing Alert Software is the simple fact that they now can provide superior customer service for less cost.



"If you are looking for a system that was specifically built for IT Service Providers, look at Alert Software. You won't be disappointed."

David Warren
CEO
OfficeCare

For More Information:

Fieldpoint Service Application
1-866-336-5282
sales@fieldpoint.net
www.fieldpoint.net

OfficeCare
513-831-2813
info@officecare.com
www.officecare.com