

CSSR, Inc. Speeds Up Processes with SMP

Computer services company streamlines their Work Order process and save time using SMP (Service Management Professional) with QuickBooks.

"Without SMP, there is no way we could manage this volume of work orders. Using SMP with QuickBooks allows us to do tasks 4 times faster than doing them manually."



Martin Unger
President
CSSR, INC



SUCCESS STORY

CSSR, Inc

AT A GLANCE:

Customer:

CSSR, INC

Location:

Richmond, VA

Industry:

Computers & Networking

Business Challenge:

Manage work orders effectively and track customer service histories. Share this data with accounting system.

Solution:

SMP Service Management Professional and QuickBooks.

Results:

Tasks are completed 4 times faster, saving time, money and improving customer service.

Customer Profile

CSSR builds, installs and services custom designed computers & networks for Virginia area businesses. Attorneys, who make up a large portion of CSSR's clientele, require a professional level of service and support.

President Martin Unger reports that the timely response and tracking of work orders is a critical factor in CSSR's success, and has allowed the company to grow while still providing superior customer service. With 5 employees CSSR has been providing high quality customize computer systems and services since 1989.

Business Challenge

In the computer service industry, work order management is critical. CSSR needed a reliable system to manage their work order process that would assure orders were completed in a timely manner.

As the volume of work orders grew, Unger tried other software solutions but was unhappy with an integrated accounting system (which he described as "weak") as well as the companies move to a web based solution. One of the other companies he worked with had unresponsive tech support and continued to raise maintenance fees.

Martin needed a solid, reliable "non-web based" work order management system. Working with an established company who offered solid, responsive tech support was also an important consideration. Martin also wanted a solution that could be integrated with QuickBooks to reduce data entry and speed up invoicing.

Solution Overview

After doing research and purchasing software from two other companies, Martin found "ABC's of Service Management" listed on the QuickBooks Marketplace website.



Solution Overview (cont.)

Unger really liked the tight integration with QuickBooks, and later upgraded to the more advanced SMP (both from High 5 Software) due to its expanded inventory features. Martin has been using High 5 Software (formerly Axcis.net) solutions since 2003 and said he is impressed with the SMP solution and the quality of tech support he receives from High 5 Software. "The tech support department is helpful and responsive," states Unger. High 5 Software offers phone, email and web based support.

SMP (Service Management Professional) from High 5 Software offers a service management solution for companies who install, service and maintain equipment. SMP manages Work Orders, Install Orders, Service Orders, CRM, Inventory, Equipment Lists, Dispatch, Help desk, Invoicing, and Assets.

The flexibility built into SMP makes it extremely scalable allowing a company to use part or all of its features. The solution works with or without QuickBooks.

High 5 Software developers of SMP was founded in 1989 and has always focused on solutions for field service industries.

Business Benefits

Using SMP from High 5 Software, CSSR has realized improved work order management that also provides easy access to customer service histories. The added benefit of sharing data with QuickBooks, allows CSSR to use a sophisticated accounting system like QuickBooks instead of trying to use a "built in system" as provided by other companies. This solution allows CSSR to complete paperwork four times faster than doing these tasks manually saving hours every day.

Martin says: "Without SMP, there is no way we could manage this volume of work orders. We use it everyday. Using SMP with QuickBooks allows us to do things 4 times faster than doing it manually and we like using it."



"The tech support department at High 5 Software is helpful and responsive. This is extremely important when you use the software to run your daily operations."

Martin Unger
President
CSSR

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