



Fishbowl® Generates Powerful, User-friendly Inventory Control Solution for Industrial Engine Remanufacturer, Industrial Engine Service®.



“When we got large transactions for an engine overhaul, we would have to deal with the mess of 10 or more separate invoices. With Fishbowl, all this was consolidated into one. It keeps track of everything for us, and it is very user friendly.”

Susan Brusaw
Co-owner
Industrial Engine Service

Executive Summary

COMPANY:
Industrial Engine Service

INDUSTRY:
Industrial Engines

BUSINESS CHALLENGE:

- High-end features on a tight budget
- Complex, difficult-to-manage invoice processes
- Lost parts and mismanaged inventory
- Double data entry

SOLUTION:

- Fishbowl Inventory
- QuickBooks accounting

RESULTS:

- Streamlined invoice and order processes
- User-friendly interface
- Accounting integration eliminating double data entry
- Customizable reports and parts tracking
- Up and running solution within 2 weeks

Industrial Engine Service (IES) has been working with oil and gas drilling companies for close to 30 years. IES builds, rebuilds, modifies, and restores industrial-sized engines and generators. In this area, they compete directly against well-positioned competitors including Stewart & Stevenson, Compressor Systems Inc., and Hanover Compressor Company. Not long after acquiring IES, co-owner Susan Brusaw assessed operations and recognized the need to upgrade business processes in order to compete at a higher level.

Business Challenge

Working out of a legacy inventory system with countless errors and work-arounds was burdensome and time consuming for IES. Management found that parts were frequently being lost and mismanaged, and employees struggled to keep track of all of the separate parts going into each project.

Although some long-time employees were used to the old DOS system, many employees were confused and processes weren't under sufficient control; the need for change was apparent.

IES knew that to compete at the level they wanted; they would need more control over their inventory and manufacturing processes. They also knew that their complex processes couldn't be handled by a simple inventory system.

Solution Overview

When looking for a complete inventory, sales, and purchasing solution to help them compete at a higher level, IES decided to explore various options. They first considered upgrading their existing system but ruled that out after discovering the expensive price-tag and lack of essential features. Upgrading the existing system would require them to continue entering data twice, as the software wouldn't integrate with QuickBooks®.

Next they looked into using QuickBooks as their inventory solution. While QuickBooks had been a great asset in performing company accounting operations, a QuickBooks inventory system was dismissed as a viable solution because it wasn't enough to cover IES' growing demands. “When we got

Case Study

Industrial Engine Service

large transactions for an engine overhaul, we would have to deal with the mess of 10 or more invoices,” said co-owner Susan Brusaw.

After searching around for a feasible solution, IES happened upon Fishbowl Inventory. Intrigued by the low price and advanced features, management downloaded the free trial version off the website to ensure it did everything they needed. After carefully exploring the software and experiencing the user-friendly interface, IES decided to make the switch. Management was pleasantly surprised to pay less than expected for a solution with such a robust integrated with QuickBooks.

Business Benefits

IES immediately realized many benefits from switching to Fishbowl Inventory®. They were able to effortlessly implement and learned to use Fishbowl for their specific needs. “It is quicker and easier; we can actually read the lines, and it is simpler to use overall,” said Susan. “And when anybody needs to look up a part without knowing the exact number, it can be easily done. It really is user friendly.”

After using the software for just a few months, Susan was pleasantly surprised at how, at the end of the year,

IES’ Profit and Loss Statements were a snap. Because of the advanced QuickBooks and Fishbowl integration, she no longer had to use two different programs.

IES has continued to enjoy their experience with Fishbowl as business needs have increased and new challenges arrived. Commenting on technical support, Susan said, “Tech support has been wonderful; they always have answers for our questions. We’re really pleased. This is much better than calling someone who doesn’t know enough to help and can’t answer our questions. They even use remote desktop to help us do a few things. They’ve been very helpful.”

“When looking for another system, we needed more than what QuickBooks could handle alone...a newer version of what we had would have cost more than double what Fishbowl Inventory cost us, and without the capabilities.”

Susan Brusaw
Co-owner
Industrial Engine Service

FOR MORE INFORMATION, SPEAK WITH YOUR RESELLER OR CONTACT:

Fishbowl
1-800-774-7085
www.fishbowlinventory.com

©2001-2009 Fishbowl. All rights reserved. Fishbowl and Fishbowl Inventory are registered trademarks. All other brands and product names are trademarks or registered trademarks of their respective owners. Terms, features, special offers and service options are subject to change without notice.

