



Tip N Ring Does Their Clients Justice w/ SMP

With service management software from High 5 Software, Tip N Ring can be at the job with a detailed customer history in sight without physically being there.

“The manpower and labor we save on a yearly basis is insurmountable thanks to the speed and ability of SMP software. Over 15 years experience with High 5 Software has instilled a comfortable reliability of the product and company and I know their software can deliver what they promise.”

Gary Horn
CEO
Tip N Ring Inc.



SUCCESS STORY

Tip N Ring

AT A GLANCE:

Customer:

Tip N Ring Inc.

Location:

Olathe, KS

Industry:

Telecommunications

Business Challenge:

Need for impeccable customer history tracking, a complete QuickBooks sync and a web-based additional interface for enhanced accessibility.

Solution:

Service Management Professional (SMP) with a complete sync w/ QuickBooks and a web-accessible portal for scheduled service dispatch.

Results:

Unparallel savings in manpower and labor expenses and an extensive record of client interaction resulting in impeccable customer service.

Customer Profile

Tip N Ring, a communications convergence company, serves companies of all sizes with their telecom, voicemail, and data needs. Voice communications, data networking, structured cabling, national enterprise accounts, and remote maintenance are Tip N Ring’s area of expertise.

Tip N Ring Inc. partners with select manufacturers to provide a carefully selected variety of voice solutions and implements the best customized solution for each customer based on individual needs, priorities, and budget.

Tip N Ring Inc. can also design and implement your entire data infrastructure. From cabling to network setup and maintenance, wired and wireless, local and remote and companies of any size worldwide.

For more information you can visit their website: www.tipnring.com

Business Challenge

From day one Gary Horn, CEO and President of Tip N Ring, knew he needed a service management solution to keep up with customers. Already a QuickBooks user he knew that alone it would not suffice and be able to keep up with client histories while maintaining a high level of customer service.

“There was no way we could do the customer justice with any product from off the shelf. You simply can’t do it with just QuickBooks alone,” said Gary Horn.

Tip N Ring needed a software solution that fit their specific industry and could continue growing with the company. They also made sure to find a software solution with a straight forward interface on data collection and tracking of customers to simplify contact.

Mr. Horn said, “In our search for the right solution we found competitors to not be as customizable for our specific data field needs.”



Solution Overview

High 5 Software provided Tip N Ring with a complete service management software solution. With an easy to use and extensive CRM module, inventory tracking, invoicing, customized reporting, help desk, asset and equipment listing, work orders, scheduling & dispatch and synchronization with QuickBooks to eliminate double entry.

Tip N Ring has been a long time user of High 5 Software giving them a unique view of the software's progression from the beginning stages to the enterprise level solution it has become now. Built out for web accessibility, outlook integration, and complete customization in reporting and user grouping has put High 5 Software's service management solutions ahead of the pack.

With the built in flexibility of SMP, you can decide to use part or all of its vast features. Connect to view schedules, work orders, dispatching assignments from anywhere with an internet connection and stay in touch with customer needs in real time. Buy in confidence from a trusted developer that has been around since 1989 and caters to the needs of the field service industry.



Business Benefits

Gary Horn, CEO of Tip N Ring put it best saying, "We are relied on to make sure that service runs with no errors. We have to document every tidbit of info that involves our products. We are able to look at that detail the same as if I were standing there and can access the information from anywhere in the country or even another country. With SMP we are able to make real time decisions as if we are there."

Gary adds, "We now have the ability to do campaigns and lead generation, track customer information and present it in a format that is easy for our customers and employees."

A return on investment is tremendous when service management software is put to use.

As Gary sees it, "The manpower and labor we save on a yearly basis is insurmountable thanks to the speed and ability of SMP software. Over 15 years experience with High 5 Software has instilled a comfortable reliability of the product and company and I know their software can deliver what they promise."

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FOR MORE INFORMATION VISIT:

High 5 Software
www.high5software.com

Quick Books
www.quickbooks.com

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