



## Machine Shop Grows While Maintaining Control

**East Side Machine** relies on **Realtrac** and **QuickBooks** for shop and financial management.

“**Realtrac** has been a significant part of the reason we have been able to grow. I would definitely recommend the system for small and medium size job shops to help get better control and for real-time management of jobs.”

**Paul Derleth**  
**President**  
**East Side Machine, Inc.**

### Customer Profile

**East Side Machine**, located in Webster, NY, has been providing CNC turning, milling and other precision machining services since 1984, serving primarily the mass transit, medical, aerospace and motion control industries. Working from customer supplied engineering drawings, the job shop produces each part according to specifications. Today, with 30 shop employees, **East Side** has built a reputation for high quality and on-time delivery, resulting in numerous repeat orders and highly satisfied customers.

### Business Challenge

In 1993, **East Side** had grown to an 18 employee shop and realized that its manual methods of managing the shop were no longer adequate if growth were to continue without sacrificing quality and customer service. Computer software was needed to assist in tracking jobs, managing deliveries and providing accurate job costing. It was also beginning to be apparent that manual bookkeeping and accounting procedures could no longer provide the accurate and timely financial control that was necessary for a growing company.

### SUCCESS STORY

#### East Side Machine

### AT A GLANCE:

**Customer:**

East Side Machine, Inc.

**Location:**

Webster, New York

**Industry:**

Machine Shop

**Business Challenge:**

To help manage their growing metalworking job shop, **East Side Machine** required software for controlling shop floor operations and costs.

**Solution:**

Realtrac Job Shop Management Software and QuickBooks Pro

**Results:**

**East Side Machine** was able to almost double in size while improving control and customer satisfaction.





**Solution Overview**

**East Side Machine** evaluated several job shop manufacturing software products before selecting a system. **Realtrac** was chosen because of its versatility in offering various options, its ability to track jobs in real-time, and its purchasing and inventory features especially designed for job shops. **Realtrac** software also looked like it was easy to implement and use.

**QuickBooks Pro** accounting software was installed in 1995 upon recommendation of **East Side's** accountant because it was especially user friendly and offered good customer support. When the company learned that **Realtrac** integrated with **QuickBooks**, this became an important bonus.

**Business Benefits**

**Realtrac** helped **East Side** get the software up and running quickly, and benefits were realized almost immediately. Processing of customer orders was expedited, and the status of current jobs became available in real-time. Machine

bottlenecks could be predicted ahead of time, allowing the company to better manage delivery schedules. **Realtrac's** real-time job costing feature became an important aid in predicting profitability, and managing the purchasing of material and outside services became more efficient. These benefits soon enabled the company to grow to 30 employees while maintaining control of quality and costs and improving service to customers.

Implementation of **Realtrac** aided greatly in **East Side** obtaining its ISO 9000 certification. The process plans, inspection results, employee job transactions, material purchases and all the activity from time of order to the actual delivery is accurately tracked.

According to Pat Latona, **East Side's** Office Manager, "The integration of **Realtrac** with **QuickBooks** has saved a ton of time." Customer invoices are now generated and printed in **Realtrac** and automatically posted to **QuickBooks**, eliminating any duplicate data entry. The control of the company's accounts receivable has greatly improved, and with **QuickBooks**, the preparation of general ledger trial balances and other reports has been simplified.

**"Realtrac and QuickBooks have helped our company become more efficient and profitable, and the customer support we have received over the years for both products has been excellent."**

**Paul Derleth  
President  
East Side Machine, Inc.**

**FOR MORE INFORMATION VISIT:**

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