

PC Methods Provides the Key to Suburban Lock's Problems

The Challenge

Suburban Lock was bogged down with a business system that was never properly implemented. Errors and glitches were daily occurrences and were taking their toll on business.

The Solution

PC Methods came in and, in a display of expertise, had the system diagnosed and running correctly within 24 hours.

The Result

Everything runs more efficiently now. Glitches are things of the past, completely ridding Suburban Lock of time wasted for repairs and allowing them to expand their business to double its size since they began working with PC Methods.

In 1963, Larry Barrett Sr. left his job with a large locksmith in the Chicago area to begin his own company—Suburban Lock. Since then, what started out as a single service truck has grown into a company of 29 employees and 14 service vehicles, all still under the leadership of the Barrett family. Proudly serving the area surrounding Westmont, Illinois, Suburban Lock maintains its exceptional presence in the industry with a solid focus on customer service and a strict commitment to keeping up-to-date in the ever-changing industry.



Operations are "Locked Up" with Ineffective Systems

The problem with such an up-to-date approach to business is that it only works if everything can consistently remain up-to-date. For instance, the business would require computer systems to keep up with inventory, sales, and accounting, and any shortcomings in those systems would quickly become shortcomings in the business itself. Unfortunately, that is exactly the situation that Suburban Lock was faced with.

In 1991, Suburban Lock purchased business software to keep its business at the forefront of the industry—but much to their disappointment, the new software never seemed to measure up. They eventually came to find that the software had been implemented improperly and after dealing with the problems for some time, in 1993 they decided to find a new solution provider to help them address their issues. Unfortunately, things did not go as they had hoped and as Lisa Apiquian of Suburban Lock remembers, "They would fix one problem and ten more would spring up in its place—nothing ever got better, but instead seemed to get worse."

Lisa recalls the employees approaching her with system issues regularly. These problems were not simply ineffective processes, but outright glitches. Employees were routinely locked out of the system for repairs, sometimes for hours at a time unable to complete their work because the system was being repaired *yet again*. To make matters worse, each time a part of the system was fixed, another whole set of issues would appear.

PC Methods Finds "The Key"

From the improper implementation in '91, Suburban Lock's software changed hands a couple of times and never overcame the original deficiency. Eventually, when the software rolled over to become a Sage product, Suburban Lock received the benefit of Sage's connections. Searching once again for someone who could finally repair their systems, Suburban Lock went to Sage's website and was referred to a local Sage software expert, PC Methods.

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**Precision
Computer
methods**

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Company Profile

Industry

Locksmith and retailer of doors and door hardware

Headquarters

Westmont, IL

Employees

29

System Profile

Sage Pro

System Manager
Accounts Payable
Accounts Receivable
General Ledger
Inventory Control
Purchase Order
Payroll
Electronic Fund Transfer



From the first meeting, the staff at Suburban Lock knew there was something different about PC Methods. As Lisa puts it, “they looked at what we wanted, looked at what we had, and went right to work.” In fact, it only took a total of about 24 hours for PC Methods to examine and repair Suburban Lock’s system!

Suburban Lock Opens the Door to a Better Future

When it comes down to it, there is no better way to describe the partnership between Suburban Lock and PC Methods than absolute success. Simply put, Suburban Lock has doubled in size since working with PC Methods, without having to add any additional staff! And the proper implementation is not the only way that PC Methods has delivered success—custom invoices and reports, as well as a Print Boss solution to prevent errors and wasted checks have enhanced the way that Suburban Lock does business. Also, using their remote access feature, PC Methods is able to work on system issues without the delay of traveling to Suburban Lock’s office, saving time for both parties and money for Suburban Lock.



“We’re more efficient,” says Lisa, “everybody can work at a better rate because it’s so smooth and we don’t have to stop for glitches.” Under the old system, shutting down for repairs could take hours out of a day. “There was one four-week period where we were locked out of the system anywhere from 2 to 4 hours each day, and once we were even down for 7!” With PC Methods, that simply does not happen. In essence, that equals hours of productivity delivered with this functional business system, and that is exactly what PC Methods intended to deliver. As Peter Heinicke, President of PC Methods puts it, “Our biggest success with Suburban Lock was removing the obstacles in order to allow them to grow their business and run it in a more efficient manner.”

About Precision Computer Methods



Precision Computer Methods, Inc. was founded on the following principles. We exist as a company to build long-term relationships for the mutual benefit of our customers, our vendors and our employees. We sell systems that work for your business. We design and build the best software systems in the world--quality never goes out of style. Best means value as well as engineering quality. We won't sell you a jackhammer when a tack hammer will work just as well. We believe in and care about our employees - and we expect a lot out of them. We are committed to continued career growth for our employees consistent with business reality and consistent with serving our customers and vendors. We believe in and care about our vendors - and we expect a lot out of them in return for our business and the fact that we will try to help them do the job we want them to do for us. These beliefs have served our company since its founding and continue to be the principles that govern our business.