



OUR STORY

... SO FAR

Vrakas/Blum Computer Consulting, Inc. (VBCC) has been providing solutions and implementing Sage products for over 25 years. VBCC is a Sage Diamond Partner and have been the all-time leader of JobOps in the nation for the past 14 years running.

WE FIND

 SOLUTIONS

700+ Sage 100cloud Implementations

300+ Sage 100cloud Manufacturing (JobOps) Implementations

350+ Active Clients



And we do it
ON TIME

CLIENT BACKGROUND

A manufacturing company on the east coast found that the manual spreadsheets and unintegrated programs they were using to run their day to day operations were fast becoming a roadblock to the growth of their company. VBCC presented a solution to include Sage Payroll, Field Service & Dispatch and Technician Dashboard, all of which integrate with Sage 100cloud.



HURDLES OF THE DAY TO DAY

IT'S WHAT WE ARE HERE FOR

The client used multiple software solutions that did not integrate, creating duplicate manual processes. Inventory tracking of accurate quantities, general ledger entries, tracking of labor hours and scheduling were all hot button issues for this client. None of these processes were currently ideal or integrated. The VBCC team stepped up and presented a project plan and an implementation process that would address all of these concerns.

- ✓ **UNINTEGRATED SOFTWARE AND MULTIPLE MANUAL SPREADSHEETS**
- ✓ **INACCURATE INVENTORY**
- ✓ **LABOR TRACKING FOR IN-HOUSE REFURBISHMENT**
- ✓ **LABOR TRACKING FOR ON-SITE SERVICE CALLS**
- ✓ **NEED FOR DISPATCH SOFTWARE TO PLAN AND SCHEDULE WORK**
- ✓ **USING OUTLOOK CALENDAR TO REMIND SERVICE MANAGER TO CREATE WORK TICKETS FOR PREVENTATIVE MAINTENANCE**

IMPLEMENTATION CHALLENGES AND DEADLINES |

RESULTS

VBCC was presented with a strict timeline to implement and train the client, but this team was up for the challenge. The client wanted to be live by January 1, 2020 and it was already October 2019 when the software was ordered and all the i's dotted for the project. Why the rush? The client was implementing Sage Payroll with this install and wanted the full calendar year to be in the new software. Lisa Dion, Mary Strand and Jesse Braun put their heads together and with a combined effort divided up the project given the time constraints. By assigning three consultants with varying strengths, VBCC was able to keep things moving and work on multiple pieces of the project concurrently.

Not all the software was implemented by the VBCC team. Technician Dashboard is a piece that does need the help of the software developer (Scanco) to install and implement. This did pose a timing issue for the VBCC team as typical lead times would put them outside of the January 1, 2020 go live date. However, VBCC's strong relationship with Scanco assisted them in getting timelines moved up and kept the project on track.

With the client now ready to move forward, VBCC hit the ground running and they were able to get them live on their 1/1/2020 deadline.

With change comes growing pains. The transition to the new software, which is substantially more robust than QuickBooks, did prove to be a hurdle for the client. After years of manual processes, it's hard to let go and let the new software show just what it can do. There were a few stops to the project and calls with Sage, the President of VBCC Joe Jenders and Lisa Dion to name a few, voicing doubts that they were on the right path. The project almost came to a screeching halt if not for the team of now 5 that knew that this solution would pay off for the client. The extended VBCC team took a step back, regrouped with the client and proved that they did not just buy software, they invested in a solution.

The client is now live and as they gain a level of comfort with the new software, they are happy with the results. What was once manual and inaccurate is now automated and precise. They now have the ability to have all their data and reporting in one centralized controlled location, better inventory control and now have the ability to make general ledger entries automatically when parts are removed from inventory and post to the proper cost of goods sold account.

VBCC knows that a good team with a solid project plan to solve the client's needs is key with the understanding that change is hard and there may be pauses in the project to regroup. With the help of the VBCC team and the client's dedication to the solution, this implementation was a success.

✓ **HAPPY CLIENT**

✓ **FULLY INTEGRATED
SYSTEMS FOR ALL DATA AND
REPORTING**

✓ **DYNAMIC INVENTORY**

✓ **SOLVED ACCOUNTING ISSUES**

✓ **EASE OF USE THROUGH
TRAINING**

✓ **TEAM EFFORT**



CONSULTANT MARY STRAND
Installed the software, created the chart accounts and handled all setup and training of the Sage 100 modules.



CONSULTANT JESSE BRAUN
Handled all aspects of training and setup for Payroll.



**CONSULTING MANAGER,
LISA DION,**
Handled the Field Service & Dispatch setup and training.



**DEADLINE
is essential...**



**and we do it
ON TIME**

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