

aACE

CASE STUDY



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Vacutherm, Inc. Grows with aACE

"After 33 years of being in business, we are on track to grow our revenue by 800% this year over last year. I could not accomplish that without this software."

*-Jim Parker,
Vacutherm, Inc.
President and Owner*

CHALLENGES & aACE SOLUTIONS

Multiple, Incompatible Solutions

Prior to using aACE, Vacutherm struggled with custom-built database systems and off-the-shelf accounting solutions that didn't integrate with each other. Juggling up to four different software solutions at once resulted in a lot of wasted time and expensive errors that cost the business thousands of dollars. aACE is an all-in-one solution encompassing all aspects of a growing business in a single user-friendly package.

Expensive Customization vs. One-Size-Fits-All

Fed up with patchwork solutions, Vacutherm's President and Owner Jim Parker commissioned an individual developer to build them a custom FileMaker database. After sinking \$5,000 into the project and seeing little meaningful progress, he realized it was not going to work. Jim then considered purchasing an out-of-the-box solution, but could not find one that completely fulfilled Vacutherm's needs. aACE can be easily tailored to fit the needs of most businesses, for a perfect fit at a reasonable price for growing companies.

No Room to Grow

After over 30 years in business, Jim knew that Vacutherm couldn't expand without having a good software solution in place; his previous patchwork of solutions were not going to allow him to take his business to the next level. aACE is designed to grow with your small-to-midsize business, giving you the support you need to scale your business at the right pace for you.

INDUSTRY

Manufacturing

COMPANY

Vacutherm, Inc.
25335 Airport Road
Warren, VT 05674
www.vacutherm.com

NUMBER OF EMPLOYEES

4

DEVELOPMENT ENVIRONMENT

FileMaker

SOFTWARE

aACE Complete Edition

CLIENT OVERVIEW

Vacutherm designs and manufactures vacuum kilns for drying high-quality hardwoods for applications such as baseball bats, pool cues, guitars, and flooring.



CASE STUDY

RESULTS

A Comprehensive Solution

ACE offers integrated Accounting, CRM, and ERP software for a complete business management solution in one easy-to-use package. This has increased the accuracy and efficiency of Vacutherm's business processes by eliminating the need for multiple solutions.

Fits Like A Glove

The aACE team spent time with Jim to learn about Vacutherm's workflows before implementing their aACE solution. The team was able to meet Vacutherm's needs with only minor customization, allowing Jim to focus on managing his business rather than managing his software.

Handles Growth spurts With Ease

Over the last four months, Vacutherm has expanded from one employee to four and their revenue is poised to grow 800% from last year. Jim credits his new aACE solution with making this expansion possible.

Outstanding Support

From his first discussions with the team at aACE to implementation of his new solution and beyond, Jim has been thrilled with the white-glove service that aACE offers.

A Smooth Transition

Despite having several different systems to integrate, Jim found that importing his data into aACE was easy and says that the implementation process couldn't have gone better.



CASE STUDY

THE FULL STORY

Vacutherm, Inc. is a small, family-owned business that for over 30 years had relied on a patchwork of custom databases and out-of-the-box solutions to run their day-to-day operations. Fed up with the inefficiency of multiple solutions, President and Owner Jim Parker sought a better way. He needed software that would handle his entire business: from lead management, sales, purchasing, and receiving, to inventory tracking, accounting, customer relationship management, and more. It was a tall order for a small business, but he knew that without a good software solution he would not be able to grow his company.

He first tried hiring a developer to build a custom FileMaker database. He invested \$5,000 in the project before realizing that it would not come to fruition; next he considered QuickBooks and other off-the-shelf solutions, but none completely met his needs. Finally, he found aACE. Vacutherm's aACE solution went live on January 1, 2014.

With only minor customization, Vacutherm's aACE solution fits like a glove. Jim was thrilled with how smoothly implementation went – Vacutherm was able to continue doing business as usual during the switch. And now that he has a strong software solution, he has been able to take his company to the next level by quadrupling the number of employees and is on track to surpass last year's revenue by 800%. Jim says that switching to aACE put his business in a position to expand: "I can say that using the software actually helped us learn how to do business more professionally."

SUCCESS AND Q&A TESTIMONIALS

Here is what Vacutherm President and Owner, Jim Parker, has to say about the results of the aACE software implementation:

How do you feel about the results?

The implementation was flawless and respectful of our need to continue operating. It couldn't have gone better. Even though we had many systems to integrate, the importation of our data was easy and the entire process was smooth and professional. I've never experienced as easy an implementation of anything like I experienced with the aACE team.

How do you feel about aACE support?

aACE has a great team who responds as if I were their only customer. I always feel taken care of.

Who would you recommend aACE to?

I have recommended aACE to many of the manufacturers I work with in this industry and others. I think it could work for almost any type of business.

