

BACKGROUND

First Choice Services Inc. (www.firstchoiceservices.net), Duke Hicks Plumbing & Petroleum, and Future Era Construction is a group of three companies specializing in the distribution of well-known industry product lines, installation and service of commercial plumbing and petroleum systems, and commercial and residential electrical and general contracting work. Their mission is to sell the best equipment and offer the highest quality service. With the goal of optimizing their business, enhancing operational efficiency, and better integrating their office and field, First Choice came to the realization that their current software system was no longer going to meet their needs. With that being said, First Choice decided to partner with Vertical Market Software and have since seen marked improvements in their service management, inventory and equipment management, and better integration of their business overall. Since implementing Ventus in 2012, both sales and net profit are up by 10% and they have been able to reduce their costs by about \$60,000 per year.



First Choice Services, Inc.

PREVIOUS SYSTEM

IN-HOUSE IBM SYSTEM

INDUSTRY

MECHANICAL (HEATING & COOLING)
— COMMERCIAL/RESIDENTIAL

SAVINGS OF
\$30,000
PER YEAR

RECOGNIZING THE PROBLEM

Prior to implementing Ventus by Vertical Market Software, First Choice was using Colonial by Maxwell Systems as their software system. While Colonial performed adequately, the company was eventually bought out and problems began to arise with the software, for which First Choice was unable to attain any support for. As Michele Webb states, "We started to experience problems with payroll and inventory, ghosting would occur, and even when we would check balances the numbers would automatically change without us doing anything." While these problems were occurring, Maxwell did not want to help fix any of the issues which left First Choice dissatisfied. With a software system that was only making their lives more difficult, they decided it was time to make a change.

VERTICAL MARKET SOFTWARE TO THE RESCUE

Vertical Market Software has helped Tom's Mechanical improve and automate their payroll processing, accounts receivable, and inventory management. With regards to payroll, Tom's Mechanical has reduced processing time to a few hours as opposed to a few days, as compared with their previous software system. Having the ability to manage each of their 5 specialized divisions from one fully integrated solution in Vertical Market Software, completing payroll is a much more efficient process. Tom's Mechanical has also seen a drastic improvement in their month end payroll closing, as Dee Dee stated, "With Vertical Market Software, we have been able to reduce our month end close for payroll down to about 5 minutes,

which used to take us a day before. Also, our month end closing for service can be done in only a minute, which is a huge time savings for us." The inventory management functionality within Vertical Market Software has allowed Tom's Mechanical to attach serial numbers to each item and properly track and manage their inventory. This has resulted in a savings of \$30,000 per year when it comes to inventory turnover. Tom's Mechanical has also reduced their accounts receivable month end closing down to about an hour, which used to take them about 40 hours before implementing Vertical Market Software, with the ability to go back and make changes if necessary.

BENEFITS

Since partnering with Vertical Market Software, Tom's Mechanical is no longer experiencing duplicate entries and double billing customers, they have greatly reduced their reliance on manual processes, and have enhanced visibility into their business. One of the biggest benefits Tom's Mechanical has realized since implementing Vertical Market Software has been with respect to duplication of work. As Dee Dee stated, "With our old system, everything was sitting on a piece of paper, which had to be manually entered, and that led to a lot of duplicate entries and double billing to customers. With Vertical Market Software, we know what has been entered into the system and we can easily look back and see if a customer has been billed or not, which has really allowed us to be more efficient overall." Tom's Mechanical has also been able to reduce manual processes with Vertical Market Software in place. Instead of creating physical paper and storing it manually, they are now able to store information digitally, reducing errors and allowing for easier access in the process. With Vertical Market Software, they are able to conduct all aspects of their business through one integrated software solution, giving them the ability to make quicker and more informed decisions.



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CONCLUSION

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ABOUT VERTICAL MARKET SOFTWARE

Vertical Market Software (VMS) is a leading provider of integrated business management software to the construction and service markets. The hallmark of our success has always been a complete integrated solution, a dedicated and knowledgeable support staff, and a training and development team that takes pride in knowing and understanding your business.

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