

BACKGROUND

Tom's Mechanical Inc. (www.tomsmechanical.com) provides quality commercial and residential HVAC services throughout the Arlington and Dallas/Fort Worth areas. Their mission is to provide reliable service and to get the job done right the first time. They have an A+ rating with the Better Business Bureau and have helped thousands of clients with a wide variety of HVAC services, ranging from the most straightforward to the most complex. Tom's Mechanical has approximately 16 field service technicians as well as 6 groups of commercial and residential installers.



PREVIOUS SYSTEM

IN-HOUSE IBM SYSTEM

INDUSTRY

MECHANICAL (HEATING & COOLING)
— COMMERCIAL/RESIDENTIAL

SAVINGS OF
\$30,000
PER YEAR

RECOGNIZING THE PROBLEM

Before implementing Vertical Market Software, Tom's Mechanical was using an in-house IBM legacy system to handle their software needs. However, as their needs began to increase, they quickly realized this software system was no longer going to be able to grow with them and keep up with the competition. "With our old software, we did not have a dispatch board, so we had to manually handwrite each service call. This was not only very time consuming, but also led to a lot of duplicate entries and double billing to customers as well," stated Dee Dee Dolloff, Controller at Tom's Mechanical. As their business continued to grow, Tom's Mechanical came to the conclusion that they would need a complete software system to help take their business to the next level, and that solution was Vertical Market Software.

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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