

ESP Success Story

Southeast Banking Systems

Integration Project: Field Service and Financial Applications

Company - Southeast Banking Systems

Southeast Banking Systems (SBS) sells and services equipment for to over 1400 Financial Institutions over a six state area. Products include vaults and safes, cameras and alarms and new and refurbished ATMs. SBS technicians install and service these systems, including on and off warranty service and preventative maintenance inspections.



Challenge

Historically, service calls and client records were tracked through a very labor-intensive system: information was submitted in written documents and then entered multiple times into a collection of rudimentary databases. When SBS's business doubled over a three-year period the company started drowning in paperwork.

A more efficient process was required. SBS wanted to move to an almost paperless system that could cover every aspect of their business while allowing a smooth flow of information from technicians in the field through service and accounting software.

Evron's Solution

Implement a complete management solution featuring the Evron Service Package (ESP) fully integrated with EPICOR Enterprise. ESP reports and functionality are customized to the specific needs of the banking industry.

ESP addresses every step of the sales and service process, from the first sales call to the most recent maintenance visit. This includes service tracking, job cost, and equipment and employee history. Billing and other financial transactions are dealt with through Platinum Accounting.

Every technician was given their own laptop computer, which includes part of the ESP database as well as the diagnostic software and technical manuals they need to do their job effectively. After completing a service call, technicians complete the service report on their laptop and upload the information directly into the home office's ESP database.



Results

- **Administrative Work Reduced By 80-90%, \$100,000 A Year Saved:** ESP has saved Southeast Banking from the need to hire at least two additional employees and helped current employees work more efficiently.
- **Faster Billings leads to 90% increase in Cash Flow:** In the past, 15 days passed between the completion of a job and the invoice being sent. Today the turnaround time is 24 hours.
- **More Proactive Customer Service:** Less time spent on administration has meant more time on the important things: servicing customers and seeking new business.
- **Quicker Answers:** In the past, questions from clients and technicians (account issues, service history, etc.) required an hour of work to find and compile information. Today, information is provided in minutes and can be displayed in attractive, easy to understand reports.
- **More Effective Technicians:** The ability to perform diagnostics, and quickly access technical data and service histories on their laptops has allowed technicians to become faster more effective and more self-sufficient.
- **Happier Workers:** SBS personnel quickly became comfortable with the new software and were overjoyed to be rid of the cumbersome old system. In the training process, individuals with the smallest amount of computer experience were the quickest and most eager to embrace the new software.
- **Strong Working Relationship:** From the beginning, SBS chose Evron based on their professionalism, friendliness and high level of technical expertise. A strong partnership through the sales, implementation, training and service processes has shown this initial confidence to be well founded.

"If you're in the banking equipment industry, you should talk to Evron about ESP."

It has led to dramatic improvements in the way we do business and the savings we've realized means that project pays for itself in less than a year."

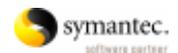
- Ed Ellington, President, Southeast Banking Systems

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