

Multi-Entity Management Spells Relief for Intertech Security's Multiple Database and Excel Spreadsheet Headaches!

Learn how Intertech Security uses the combined strength of Dynamics GP, WennSoft Signature and Binary Stream for an optimized solution that delivers superior functionality over any other solution in this tier.

Problem



Managing multiple entities, databases, financial statements, technician schedules and scores of Excel spreadsheets.

Already in growth mode, Intertech Security had to resolve current growing pains and create an environment that was both sustainable for current requirements and robust enough to handle planned growth over the coming years.

Solution



WennSoft Signature provided the Job Costing functionality to help Intertech Security better manage their projects from a delivery standpoint as well as from an accounting and reporting standpoint. Additionally, its Service Management including the graphical scheduling board — was a tool perfectly designed to help Intertech manage the deployment of their field technicians.

The piece that brought the entire solution together, Binary Stream's Multi-Entity Management (MEM) enhanced the overall combination of Microsoft Dynamics GP and WennSoft Signature, streamlining their multiple databases into one and also streamlining their WennSoft schedules into one. The MEM solution delivered a huge efficiency gain for Intertech Security and paved the way for them to manage their continued growth with ease.

Company Overview

150 employees

Intertech Security provides integrated physical security solutions to an International marketplace, as well as managed services and consulting. They satisfy a specific market — mid to large businesses requiring comprehensive, reliable solutions that are customized to their exacting needs. Intertech eschews the pre-packaged and standard product offerings and delivers unique, highly specialized offerings which necessitate highly specialized delivery processes and tools. Intertech Security will often sell consulting and design services and partner with other providers - spanning the globe.

Locations:

Pittsburgh, Frederick, Naples, Houston, San Antonio, Johnstown, Jacksonville

Software Solutions:

- Microsoft Dynamics GP
- Multi-Entity Management
- WennSoft Signature



Intertech Security and Multi-Entity Management (MEM)

Growth

When Palma Wurzel, Manager of IT and Business Applications, first joined Intertech Security the company had two offices, one in Frederick, Maryland and their Corporate Headquarters in Pittsburgh Pennsylvania.

At the time, Intertech was making good use of Quickbooks and Autotask to manage their financials, project and service scheduling, timesheet tracking and customer relationships (CRM). These products had met their needs early on, but Intertech found themselves bursting at the seams as their organization grew and their security solutions and delivery mechanisms became more and more complex.

“We had a lot of people on the back end who were doing duplicate data entry.”

Palma Wurzel, Manager of IT and Business Applications, Intertech Security

Over the next seven years, Intertech would grow from two locations to eight, from a headcount of about 50 employees to 150 and an increase of revenues by 80%. “In the eight years I’ve worked at Intertech Security, we’ve probably tripled in size,” adds Wurzel. This is pretty significant growth!

Specific Business Challenges

In 2007, Intertech Security addressed the first of their growth requirements – implementing a financial ERP solution that met their existing needs and would scale with them as they grew – Dynamics GP.

They also began talking to WennSoft about job costing and service management tools to help them manage the logistical challenges Intertech was facing as they took on more work with more complexity. They chose to stage their implementation in phases, starting with WennSoft Signature Job Cost module in 2007.

Over the course of the next three years, Intertech identified the need for further enhancements to their financial management infrastructure. Because of Intertech’s fairly rapid growth, they maintained a number of business entities. In Dynamics GP, every entity requires a separate database and a corresponding set of financial statements. Intertech’s structure also consisted of centralized accounting and supply management groups, who were responsible for managing all of the databases and all the sets of data.



Intertech Security and Multi-Entity Management (MEM)



"We had a lot of people on the back end who were doing duplicate data entry within seven databases," adds Wurzel. "We recognized that how we were doing business was just not sustainable – let alone allow for growth."

In 2010, Intertech was finally ready to implement Service Management which provided Intertech with a graphical scheduling board to simplify the logistics involved in deploying technicians with various skill sets to projects across Intertech's marketplace.

While this solution addressed the need to track the branch offices and technicians who might work in various geographical regions and therefore need to be tracked back in their home base as well as where they were deployed – the solution created a new set of challenges for Intertech. "The WennSoft Signature Graphical Schedule Board is a fantastic product, but just like with financial reporting – one database in Dynamics GP means one schedule in reporter."

"We were a growing company and we needed to continue to grow without growing our accounting group," states Wurzel. "We wanted to be able to do more with the same

team we had. So getting rid of all the duplicate effort at a very early stage in the company was very important to us to help us plan for the future."

Intertech Security began strategizing on how they would be able to manage their service functionality across their multiple databases and they determined that they just couldn't do it.

"Rather than put all sorts of money into overhead, we wanted to be able to do more with the same team we had."



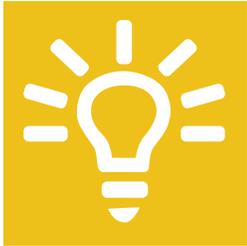
Palma Wurzel

"We were using tons of Excel spreadsheets and we had data in multiple locations spread over every location in our organization," says Wurzel. "One of our main goals has been to consolidate everything that we can to the extent that we can so we have an easier time sharing information between departments and branches. Especially our schedules – we wanted a single schedule board where all our data was accessible through one database. We wanted to be able to filter it as needed, based on which branches or which technicians and what type of specialists we wanted to look at."

Intertech discussed their challenges with WennSoft and WennSoft suggested Binary Stream's Multi-Entity Management as a means to manage everything they were doing — in one single database!

Wurzel points out that she was very comfortable with this suggestion. She had worked with WennSoft enough to trust their recommendations and she had done her homework, determining that WennSoft Signature and Binary Stream were well integrated together as well as with Dynamics GP.





"I've done everything I possibly could to get educated," adds Wurzel. "There are a lot of solutions out there. Not every solution works in all situations. We've had issues where we had two third-party products installed and they didn't like each other. So you've got software companies that are designing for Dynamics GP but not each other."

Intertech didn't look any further. They were satisfied with the collaboration between WennSoft and Binary Stream.

"It was clear that Binary Stream was planning to develop much more functionality over time, so it was an easy decision," adds Wurzel. "In fact, in the two to three years since we've implemented MEM, Binary Stream's integration with the WennSoft solution has gotten deeper and deeper and has really helped our whole process."

These pain points aren't new. In fact Wurzel believes them to resonate across the field services, construction and services industries. She's also fielded questions within user groups and associations she belongs to as to how Intertech is able to manage their business processes so well.



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On the WennSoft/Binary Stream front, it couldn't be better. "From an operational standpoint on the service side, it's fantastic," emphasizes Wurzel. "Being able to deal with the Dynamics GP and WennSoft information

in a single database is unbelievable. The reporting we get through MEM is fantastic! Reporting used to be far more difficult – printing out one report at a time.



The reporting we get through MEM is fantastic! And it's simple. Fabulously simple."

Palma Wurzel

Now we can produce so much information for our managers and our executive group. And it's simple," she states. "Fabulously simple."

Contact us

For more examples of how you can enhance your Dynamics GP experience and take your business to the next level.



Want to know more about Multi-Entity Management?
Read our White Paper here!



Learn how Willamette Dental Saves \$70,000/year in Maintenance and Labor Costs with Multi-Entity Management



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