

CUSTOMER SUCCESS



Truck Mixer is Concrete in its Need for Sage BusinessWorks

Specializing in the repair and parts sales for concrete mixers, Truck Mixer Supply & Mfg., Inc. is one of the few companies in the country with the ability to repair and return concrete mixer trucks to their original condition. For the last 20 years Truck Mixer Supply & Mfg., Inc. has maintained their competitive advantage by providing this unique service, but they are also unique when it comes to providing their employees with options.

Remote Access is Key

Working in Australia for a company based in California may sound complex, but not to Kimberly Bannister or her co-workers at Truck Mixer Supply & Mfg., Inc. With the help of Sage BusinessWorks Accounting with terminal services, she is able to stay connected with her company by directly accessing and posting company information from Australia. Sage BusinessWorks provides companies with a robust business management solution offering extensive reporting capabilities, ease of use, and the ability to grow with a business. Couple that with remote access to critical company information, anytime and anywhere, made possible through terminal services, and Bannister could not work without it.

“Remote access became a necessity when an Australian asked me to marry him. As Company Director of Truck Mixer Supply & Mfg., Inc. it was imperative I be able to work remotely. Thanks to Sage BusinessWorks with terminal services I am able to access all of our company’s vital information remotely from Australia. Not only have I been able to keep my job, but have been able to improve upon how I do it,” says Bannister.

Choosing the Right Solution

Ten years ago, Truck Mixer Supply & Mfg., Inc. needed greater payroll and inventory capabilities than were offered by their previous accounting package. They found these capabilities in Sage BusinessWorks.

When they upgraded to the next version of Sage BusinessWorks, they were able to take advantage of the new features and benefits such as remote access via terminal services, new e-mail form options, and increased payroll capabilities.

Customer:

Truck Mixer Supply & Mfg., Inc.

Industry:

Manufacture and repair – specializing in concrete mixers

Location:

Woodland, California

Number of Locations: One

Number of Employees: 10

System:

Sage BusinessWorks

- System Manager
- General Ledger
- Cash Management
- Accounts Payable
- Accounts Receivable
- Inventory Control
- Order Entry
- Payroll
- Job Cost

CHALLENGE

Truck Mixer Supply & Mfg., Inc. needed a robust business management solution allowing its employees to work remotely with access to critical company information.

SOLUTION

Sage BusinessWorks has provided Truck Mixer Supply & Mfg., Inc. the ability to access company information remotely, while providing them with a more robust and user-friendly solution.

RESULTS

With Sage BusinessWorks, Truck Mixer Supply & Mfg., Inc. has been able to streamline the paperwork side of its business, allowing its employees to focus more on the structure of the business.

Terminal Services Make it Possible

This upgrade to the next version of Sage BusinessWorks was all possible on their Windows NT system without upgrading their workstations. Truck Mixer Supply Mfg., Inc. was able to upgrade their server, but leave their old workstations running on Windows NT. This way they are able to successfully run Sage BusinessWorks on their old workstations without incurring upgrade costs.

Now, with their upgraded solution, Truck Mixer Supply Mfg., Inc. is utilizing the modules offered by Sage BusinessWorks, such as System Manager, General Ledger, Cash Management, Accounts Payable, Accounts Receivable, Inventory Control, Order Entry, Payroll, and Job Cost. "We are using the modules in Sage BusinessWorks as they were designed; to work together as a whole," adds Bannister.

The General Ledger module contains all of Truck Mixer Supply Mfg., Inc.'s current financial information, including transaction history and budget information. Providing them with current financial information from other modules, with the ability to generate reports, giving them greater insight on how to maintain their success.

"With Sage BusinessWorks, we've been able to keep the paperwork side of our business very streamlined, which makes our overhead in the office especially low." Bannister continues, "This has allowed me to focus on the structure of our company, and having the capability to access everything on the system as if I was in the main office has been key."

"I'm On Cloud Nine"

Bannister also loves the great customer support she receives with Sage BusinessWorks.

"I love the excellent customer care! Each time I speak with a representative, I am treated exceptionally well, making my loyalty to Sage BusinessWorks that much stronger."

"I love Sage BusinessWorks because it is a very user-friendly program that permits me to accomplish more work in less time. Add the wonderful customer service, and I'm on cloud nine," explains Bannister.

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ABOUT SAGE SOFTWARE

Sage Software supports the needs, challenges, and dreams of more than 2.7 million small and mid-sized business customers in North America through easy-to-use, scalable, and customizable software and services. Our products help manage a complete range of business functions including: accounting, operations, customer relationship management, human resources, time tracking, merchant services and the specialized needs of the construction, distribution, healthcare, manufacturing, nonprofit, and real estate industries.

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