

Sage 300 ERP Service Management by Technisoft

Customer Success

MARTCO Relies on Sage 300 ERP Service Management's Versatility to Maintain its Leading Edge

MARTCO is an international full-service distributor of security and surveillance systems, with facilities nationwide. An acknowledged leader in the field of security sales and service, MARTCO provides the latest technology and same-day order fulfillment.

MARTCO offers equipment from all major electronic manufacturers as well as various services on closed circuit television, access control, and intercom and sound systems. Founded in 1961, MARTCO started out with one employee and sold one product the Regiscope Photographic Check Cashing Camera.

Today, MARTCO is still family-owned, headquartered in Louisville, KY and has evolved into a diverse company with nearly 100 employees and 14 locations throughout the U.S. By offering a wide array of security products and services, MARTCO has positioned itself at the front of its industry.

Service Management meets and exceeds functional requirements...

With the integrated Sage 300 ERP Service Management by Technisoft, departmentalized inventory and financials are generated instantly. And customers can place orders, check inventory/status online, and download product specifications and owner's manuals, via integration to Sage 300 ERP's eTransact by Technisoft.

Customer

Martco

Industry

Security Products and Services

Location

Louisville, Kentucky

Number of Locations

14

System

Sage 300 ERP

Sage 300 ERP Service Management
by Technisoft

Challenge

An expanding customer base and distribution facilities nationwide meant that MARTCO had to integrate sales, service, operational, and administrative data into a single information source that could be accessed throughout the company.

Solution

With Sage 300 ERP Service Management by Technisoft, MARTCO provides maximum customer service, while offering highly competitive prices for its products.

Results

Employees benefit from a streamlined flow of information that allows them to monitor customer status and needs via comprehensive client profiles. Distribution is highly efficient. Management can produce customized analyses of vast amounts of data, and respond immediately.

Service Management meets and exceeds functional requirements...(Con't)

As a result of MARTCO's phenomenal success, the company quickly outgrew its original way of doing business. Extreme growth due to a rapidly expanding service market left the company trying to get by with procedures that were highly manual and paper-oriented. Comprehensive analysis of current data was cumbersome and time consuming. Operational costs were climbing, while the need for detailed information by staff in offices across the U.S. was soaring.

The volume of MARTCO's repeat customers generated a need for invoices and job sheets that could be created automatically. In addition, MARTCO recognized the need to record all service notes and maintain technical documents, including schematics, photos and architectural drawings, in a format that could easily be retrieved for future use.

It was apparent a fully integrated service solution was required to ensure that MARTCO would continue to meet customer expectations as well as its own high standards. Extensive research was done to find a product that would interface with existing policies and procedures; integrate with an extensive inventory and customer base; support multiple service types and pricing levels; and offer a range of instant analysis and reporting tools. Of high priority was that the solution be user-friendly for staff at all levels of the company.

MARTCO's search led them to Sage 300 ERP Service Management. In a relationship that now spans more than 10 years, the two companies have worked closely to ensure that Service Management addresses all of MARTCO's current needs and provides for unlimited potential growth. Service Management offers MARTCO an adaptable business tool that can be customized as needs dictate. The greatest benefit of all, however, may be MARTCO's confidence that Service Management will continue to provide the versatility necessary to respond to technological advances in an industry where constant change is a given.

About Sage

Sage 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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