



Tecniflex Keeps ATMs in the Money

Overview

Country or Region: United States

Industry: Retail

Customer Profile

Tecniflex is one of the country's largest providers of third party maintenance; their target market is the banking industry. Tecniflex sells service on all types of banking equipment.

Business Situation

When the company began a rapid growth spurt in the late 90s, leadership realized the old system would not accommodate their operations. Tecniflex wanted a solution that would handle their needs.

Solution

Microsoft® Business Solutions–Great Plains® was selected. The Financial Management module was implemented first, followed by the Field Service Management module several months later.

Benefits

- More disciplined processes
- Prevention of revenue loss
- Productivity gains
- Improved inventory control
- Positioning for the future

"I am certain, 100%, that we would not have been able to handle the volume that we have today with our old system."

Misty Skinner, General Manager and Vice President, Tecniflex

When Tecniflex outgrew their Fast Track software system, they wanted a system that would handle both their financial management and field service management needs. The system needed to both administer their contracts and manage their service call activity. Microsoft Business Solutions–Great Plains (now part of Microsoft Dynamics™) met their needs on all counts through the Financial Management and Field Service Management modules.

Microsoft Business Solutions is helping Tecniflex manage the rapid growth they have experienced, particularly in the past three years. In 1998, their annual revenue was about \$2.5 million; in 2003, revenue is projected at \$20 million.

"We weighed in the fact that we wouldn't have to integrate disparate Field Service Management and Financial Management functionality, and that made the decision for us."

Misty Skinner, General Manager and Vice President, Tecnoflex

Situation

When we go to an automatic teller machine (ATM) to replenish the cash in our wallets, we usually don't think about who provides these machines and keeps them operating. We just want the ATMs to work and dispense the cash. Banks are notably unhappy when they have to post an OUT OF ORDER sign on one of their ATMs and the customer complaints start rolling in.

This is where Tecnoflex comes in. Tecnoflex has been offering item processing maintenance since the 1980s and entered the ATM maintenance market in 1999. Not only do they provide the equipment, but they keep it operating and provide supplies as well. In fact, the maintenance of the equipment is the primary focus of Tecnoflex's business. Their web site proclaims the company as the "one stop shop for banking hardware solutions."

The item processing (check processing) equipment used by banks is a crucial piece of machinery. Banks have a daily "cash letter" they are required to send to the Federal Reserve. This letter serves as the basis for calculating earned interest for banks. If the item processing equipment is not operating, it could mean financial loss for the bank. The smooth operation of Tecnoflex's equipment is therefore a crucial element in any banking environment.

The field service technicians residing in the 40 states covered by Tecnoflex travel to the customer sites to perform maintenance on their equipment covered by maintenance agreements. The technicians call in their customer information to a central call center, where customer service representatives enter the information into the system.

Tecnoflex was founded in the early 80s by a husband and wife team. In 1998, as a \$2.5 million organization, the company was sold to

two gentlemen with growth on their minds. Bill King and Tom Black came in with the goal to commit the necessary resources to grow the company to what is now one of the largest third party maintenance companies in America.

King and Black could see that they would not be able to realize their dream with the Microsoft® MS-DOS®-based Fast Track financial software package, which had been in use since the early 90s. While it worked for a \$2 million company, it would not provide a launching pad for Tecnoflex's ambitious growth plans.

Solution

Over a six-month period in 1999 and 2000, Tecnoflex looked at several software packages. Their goal was to find a software solution that would integrate their financial and field service operations. They would have used two separate solutions if needed, but their preference was a fully integrated system.

Microsoft Business Solutions–Great Plains® filled the bill. Their decision was due in part to the fact that Microsoft Great Plains, and in particular the Financial Management module, has a wide install base and a solid reputation in the marketplace. The Field Service Management module was also robust enough to meet all their service call management needs.

Contract Administration was an important selling point—"the life blood of our organization," according to General Manager and Vice President, Misty Skinner. Tecnoflex needed a way to handle their contracts and create the recurring revenue that is the backbone of their business. "That was well thought out for Great Plains. We weighed in the fact that we wouldn't have to integrate disparate Field Service Management and

Financial Management functionality, and that made the decision for us," says Skinner.

Service Call Management was also a foundational part of their solution as it provided a way to field the many service calls from their 2,500 customers.

Tecniflex chose to implement the Financial Management module first and the Field Service Management several months later. Microsoft reselling partner In2Gr8 in Franklin, Tennessee, assisted with the Financial Management portion of the implementation. In2Gr8 called in the assistance of Business Microvar in Minneapolis, Minnesota, for the Field Service Management implementation.

Benefits

More Disciplined Processes

Skinner says that the solution is working well, though initially, there was employee resistance to change. The Field Service Management module requires more discipline than the employees had been used to. "That has caused us to be a more disciplined company in regard to our operations and procedures, which has led us to be a tighter company. As General Manager and Vice President, I am thankful for that," Skinner says.

Prevention of Revenue Loss

Because the Field Service Management module provides Tecniflex with more accurate data in terms of their equipment under contract, it has allowed them to provide better information to their field service technicians on the job.

In the past, a field service technician may have performed maintenance on a piece of equipment, assuming it was under contract when it was really not. As a result, Tecniflex inevitably would not be paid for the maintenance of equipment that was not covered. The Field Service Management

module has helped capture revenue that was previously missing and avoid expending labor on equipment not covered by service contract.

Productivity Gains

Because of the way the Service Call Management module works, Tecniflex is able to maintain fewer call center agents than were required under the Fast Track system. They have been able to increase their productivity per person in the call center. "I am certain, 100%, that we would not have been able to handle the volume that we have today with our old system," Skinner says.

Improved Inventory Control

Tecniflex maintains approximately \$2 million in inventory. Their Microsoft Great Plains solution has allowed them improved control over their inventory. Although they were not able to track inventory usage with the Fast Track system they previously used, they believe that they now maintain less inventory, and the inventory turns over more quickly.

Positioning for the Future

Tecniflex is now in the process of acquiring the technology that will allow the field service technicians to interface directly with the Microsoft Great Plains system, lessening their dependence on the customer service representatives to enter the data secondhand via calls from the field. This will not only save labor costs, but it is also anticipated that data accuracy will increase when data can be entered directly by technicians rather than relayed over the phone to call center representatives.

For More Information

For more information about Microsoft products and services, call the Microsoft Sales Information Center at (800) 426-9400. In Canada, call the Microsoft Canada Information Centre at (877) 568-2495. Customers who are deaf or hard-of-hearing can reach Microsoft text telephone (TTY/TDD) services at (800) 892-5234 in the United States or (905) 568-9641 in Canada. Outside the 50 United States and Canada, please contact your local Microsoft subsidiary. To access information using the World Wide Web, go to: www.microsoft.com

For more information about In2Gr8 products and services, call (615) 550-6900 or visit the Web site at: www.in2gr8.net

For more information about Tecriflex products and services, call (417) 732-7238 or visit the Web site at: www.tecniflex.com

Microsoft Dynamics

Microsoft Dynamics is a line of integrated, adaptable business management solutions that enables you and your people to make business decisions with greater confidence. Microsoft Dynamics works like familiar Microsoft software such as Microsoft Office, which means less of a learning curve for your people, so they can get up and running quickly and focus on what's most important. And because it is from Microsoft, it easily works with the systems your company already has implemented. By automating and streamlining financial, customer relationship and supply chain processes, Microsoft Dynamics brings together people, processes and technologies, increasing the productivity and effectiveness of your business, and helping you drive business success.

For more information about Microsoft Dynamics, go to: www.microsoft.com/dynamics



Software and Services

■ Products

- Microsoft Office 2000 Professional
- Microsoft SQL Server 2000
- Microsoft Windows 2000 Professional

■ Microsoft Dynamics

- Microsoft Business Solutions Field Service Management
- Microsoft Business Solutions Financial Management

- Microsoft Business Solutions Project Management
- Microsoft Business Solutions Supply Chain Management
- Microsoft Business Solutions - Great Plains

Partners

- In2Gr8
- Business Microvar, Inc.

© 2005 Microsoft Corporation. All rights reserved. This case study is for informational purposes only. MICROSOFT MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS SUMMARY. Microsoft, Office, Great Plains, Microsoft Dynamics, Windows, Windows Server, and Windows Server System are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. The names of actual companies and products mentioned herein may be the trademarks of their respective owners.

Document published November 2003

Microsoft®