Master Technology Group
Acumatica CASE STUDY

COMPANY:

Master Technology Group
www.callmtg.com

INDUSTRY:

Field Service, Audio/Visual

EMPLOYEES:

100+ employees

LOCATIONS:

Headquartered in Minneapolis, MN with a network of proven Local Service Partners (LSP's) in all 50 states

Leading workplace technology provider brings their data to life and gains a connected business with Acumatica and Cloud 9 ERP Solutions.

KEY RESULTS

- Acquired a single, integrated, cloud-based solution, eliminating manual processes

- Gained project tracking to monitor and manage project costs, revenues, and budget

- Obtained a single source of truth that's actionable, eliminating errors and confusion

- Improved the management of complex child-parent relationships with their large customers, vendors, and sub-contractors

- Improved visibility, gaining a true picture of nationwide operations

- Gained CRM and opportunity tracking and management

- Improved customer service with case management

- Gained new business management information, providing the insights necessary to make faster, more-informed decisions

- Obtained a connected platform for growth that can scale rapidly as the business continues to evolve

OVERVIEW

Since 2002, Master Technology Group (MTG) has been helping customers select, install, and integrate the right technologies for their business.

From small local businesses to large national corporations, MTG's services include surveillance, security & life safety, data infrastructure, and audio/visual.

MTG's Minneapolis-based field staff consists of scores of the best technicians and installers in the industry. They have also developed and carefully manage an extensive network of proven Local Service Partners (LSP's) across the United States. The LSP network consists of multiple qualified, licensed contractors in all 50 states.

The company worked with Cloud 9 ERP Solutions, an Acumatica Gold Certified Partner, to implement and manage Acumatica ERP software.

SITUATION

With nearly 20 years of helping customers deploy the right technologies for their business, the continued growth and success of MTG led to some back-office challenges of their own.

First, the team was using multiple systems including Tigerpaw, Foundation, and Excel spreadsheets to manage their business. Therefore, it was a manual and error-prone process to cobble together the data. Executives also struggled with the lack of visibility, reporting, and not having a single source of truth across the multiple systems.

Serving many large corporations and big box retailers, their existing solutions were not able to efficiently manage the complex child-parent relationships that can be encountered with these companies. These multi-dimensional relationships created challenges and inefficiencies when it came to billing, project staffing, and more.

The company did not have the ability to track service contracts and did not have a robust platform for project tracking. This made it challenging for the executive team and managers to track project costs, budget, manage project quotes, bill, control change orders, and more.
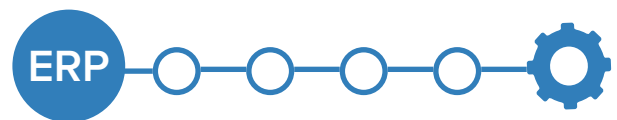
SOLUTION

MTG needed a single, integrated, cloud-based solution to help them overcome these challenges.

The company worked with Cloud 9 ERP Solutions, an Acumatica Gold Certified Partner and expert in the AV industry, to implement and manage Acumatica to support its business goals and drive further growth with modern, cloud-based technology.

They are currently using the Financial Management, Field Service, Distribution, CRM/Case Management, and Advanced T&E Management modules.

The Cloud 9 ERP Solutions team also helped with improvements with ship-to and bill-to scenarios for the complex parent-child relationships associated with some of their large customers with many locations. Cloud 9 ERP Solutions also tailored the project and service order functionality to automatically create projects from service orders and allow the two to be linked.

BENEFITS

After a very successful and seamless go-live, the company has benefited from the new, powerful Acumatica software. Just a few of the benefits include:

- Acquired a single, integrated, cloud-based solution, eliminating manual processes
- Gained project tracking to monitor and manage project costs, revenues, and budget for projects
- Obtained a single source of truth that's actionable, eliminating errors and confusion
- Improved the management of complex child-parent relationships with their large customers, vendors, and sub-contractors
- Improved visibility, gaining a true picture of nationwide operations
- Gained CRM and opportunity tracking and management
- Improved customer service with case management
- Gained new business management information, providing the insights necessary to make faster, more-informed decisions
- Obtained a connected platform for growth that can scale rapidly as the business continues to evolve

MTG continues to see benefits from Acumatica in their everyday operations. With the valued partnership established with Cloud 9 ERP solutions, they have future plans with the software to support the continued growth of their business.

About Cloud 9 ERP Solutions

Cloud 9 ERP Solutions provides enterprise resource planning (ERP) and other business software to clients in the Eastern United States for nearly 25 years. With locations in Connecticut and Georgia, Cloud 9 ERP Solutions provides expertise in business analysis, IT strategy, software development, distribution, ecommerce, process re-engineering, project management, finance, cost control and technical support call centers.

A provider of Acumatica Cloud ERP, Cloud 9 ERP Solutions has helped hundreds of companies like yours to transform their business with modern ERP solutions.

For more information, visit **www.cloud9erp.com.**