



IT SERVICES

SUCCESS STORY

50% Reduction in Project Process Time

Since 2012, Integrated Electronics Solutions (IES) has provided technical solutions for a variety of corporations. Services include fiber optics, network infrastructure, thermal imaging, consulting, and more. Their technicians travel all over the United States, working to modernize technology and improve efficiency for their customers.

THE CHALLENGE

When IES started, they were using QuickBooks for accounting, estimates, and invoicing. They tried several different systems for tracking time and expenses. Ultimately, they were frustrated with the lack of integration between programs.

They were spending too much time trying to bridge the gap between their field technicians and the back office. Tracking and troubleshooting became too cumbersome, and their data was disorganized. As a small but quickly growing business, they needed a more connected solution.

THE SEARCH

IES initially looked at systems that could provide them with an all-in-one solution. They considered both NetSuite and Connectwise, but neither option suited their budget nor provided the specific type of solution they needed. NetSuite, especially, had too many extra features that IES knew they wouldn't need, but would have to pay for as part of the package.

When IES spoke with a Striven Business Analyst, they found that he was extremely knowledgeable about what their company does and took time to really understand their business needs. Striven's library of videos, including the custom videos that their Analyst created, made it easy for them to understand the system quickly. Striven's implementation team was also able to quickly import data based on the reports IES provided.

SEE THE SOLUTION



THE SOLUTION

Britnee Glise, IES's COO, credits the Striven team's effective communication with making a smooth transition to the system. IES has submitted requests for new features, including moving line items on invoices and estimates, many of which were implemented by development. Britnee has worked with many software programs before, and understands how much time it can take to get systems set up. However, she notes that the process was easier with Striven: the team answers requests promptly, and creates tasks that customers can follow to get progress updates. Simply, she notes, Striven is listening to the customer.

Ultimately, Striven has provided IES with the all-in-one solution they were looking for. They have been able to centralize their data, where before they kept customer information (contacts, billing) on multiple communication platforms.

They can now easily schedule projects for technicians, who can then close out their work and send it immediately back to billing. IES now tracks their entire workflow in Striven, from the initial customer call all the way to receiving payment. They link all data for their process to the service order, and they store the purchase order and all relevant communications on a project in one organized place.



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THE RESULTS

Striven has saved IES an incredible amount of time on project work, from texting a contact to routing, scheduling, and expenses. Everything they do is reportable in a way that was not previously possible in Quickbooks, and now their accountant can easily find data in Striven that helps automate their accounting process.

All of IES's project information is more accurate, as they are able to connect estimates, POs, notes, pictures, and documents to payment and time.

To date, they have **reduced their project process time by 50%** with everything centralized in Striven.

In the next six months, IES hopes to adopt Striven's customer portal and further explore workflows in the system as they continue to experience rapid growth.

Create Your Own Success Story With Striven

Integrating accounting, time tracking, and customer management software is essential for any modern business. Why stop there? See how Striven provides a completely coherent experience.