



AMI Satisfies All Needs With One Solution

Instead of spending countless dollars of their IT budget to update previous software, AMI turns to High 5 Software for the all encompassing solution.

"SME efficiently manages our technicians and improves response time by having a single company wide documented communication with our customers. The QuickBooks sync gives us the all encompassing solution we needed."



Kerri Beach
Marketing Manager
Automated Machinery INC.

Customer Profile

Automated Machinery, Inc. (AMI) is the leading independent machine tool service company in North America. They specialize in field service, parts, machine rebuilding, and control retrofits for numerous metal forming machines. With field engineers located throughout Central and Southeastern US, AMI has what it takes to service your machinery and get you back to the field fast.

To learn more visit their website:
www.ami-service.com

Business Challenge

Before benefiting from High 5 service software, AMI used an antiquated version of QuickBooks for their accounting basics, Salesforce.com for CRM, and excel spreadsheets for technician scheduling. Without any way of linking the many solutions together, AMI had a mess on their hands. They needed a software solution to incorporate all their business needs and be comfortable knowing their service management software can handle their future growth.

Solution Overview

Through a beneficial company process overview of AMI, High 5 Software was able to recommend their enterprise level service management software, SME. With SME they were able to link up with QuickBooks for a full integrated solution and eliminate any double entry issues between the two products.

SME gave AMI a more detailed CRM solution than salesforce.com, inventory tracking, scheduling & dispatch control, and customized reporting & invoicing.

Business Benefits

"High 5 Software's support group, willingness to always improve the product, and openness to suggestions, enables the product to grow with our business," said Kerri Beach.

For a fraction of the cost it would have been to update their previous outdated software, AMI incorporated SME into their business and now have the financial and technological freedom to continue expanding their company and services.

SUCCESS STORY

Automated Machinery INC.

AT A GLANCE:

Customer:

Automated Machinery INC.

Location:

Ohio, USA

Industry:

Equipment Maintenance

Business Challenge:

Replace their outdated service management software with a single source solution to handle all their business needs and future company growth.

Solution:

Service Management Enterprise (SME) with double entry elimination integration with QuickBooks for single point access to documents.

Results:

The all encompassing solution needed for financial flexibility and room for future growth. All departments can flow together and stay connected as one.



ISV/Software Solutions

