



Massey Telecom finds reliable solution, SME

Software fills role instead of additional employees, taking on inventory management & service tracking as a complete solution for the telecom industry.

"SME has really simplified my life. I saw an immediate return on my investment two months after purchasing the software and it has served the role of at least two employees that we would have needed to hire."

**Shawn Massey
President
Massey Telecom**



Customer Profile

Massey Telecommunications LLC. Is a telecommunications provider specializing in voice over internet protocol (VOIP) business communications. With both on site and remote support available, Massey Telecom prides itself with providing the best solution for their clients and back their products up with excellent service.

To learn more about Massey Telecom, visit their website: www.masseytelecom.com

Business Challenge

As a satisfied QuickBooks user of the inventory and accounting features their current software provided, Massey Telecom was in search of a CRM solution that would integrate smoothly with their current business process. Trying other solutions that instead of delivering on what they had promised would pinch for every nickel and dime, Massey Telecom needed to find a progressing service management solution.

Solution Overview

When working on the right solution for Massey Telecom, High 5 Software made sure that they could provide a flawless integration with QuickBooks so that all previous accounting and inventory records could be retained and eliminate double entries. On the CRM side, Massey Telecom had the tools needed to track all customer service history efficiently. SME by High 5 Software would also be used for inventory management, service tracking, and maintenance.

Business Benefits

Shawn Massey, the president put it best as, "I can see what I need to know from anywhere I am at. We know what is or isn't available when we need to know in real time." He later went on to add, "SME has really simplified my life. I saw an immediate return on my investment two months after purchasing the software and it has served the role of at least two employees that we would have needed to hire."

SUCCESS STORY

Massey Telecom, Inc.

AT A GLANCE:

Customer:

Massey Telecom, Inc.

Location:

Grand Prairie, TX

Industry:

Telecommunications

Business Challenge:

Needed a way to track customer service history, serialized parts, maintenance, and integrate with QuickBooks accounting records.

Solution:

Service Management Enterprise (SME) with QuickBooks link to track customer service history and take into account inventory.

Results:

Return on Investment within first 2 months and a simplified work day with all business activities accounted for and readily accessible to workers.



ISV/Software Solutions

