



Safe Sight automates and grows its business

A security systems integration company has found the right software to keep up with its growth and meet the needs of customer service orders and dispatching.



“Through SME, everyone has immediate access to client, order, purchase order, invoice, and inventory information eliminating countless hours of effort and enabling us to deliver better service to our clients.”

Christopher E. Hugman
President of General Partner
Safe Sight

SUCCESS STORY

Safe Sight

AT A GLANCE:

Customer:

Safe Sight

Location:

Austin, TX

Industry:

Security

Business Challenge:

Booming annual growth of 80% led to difficulty keeping up with proposals, installations, service orders, and invoicing.

Solution:

Service Management Enterprise (SME) by High 5 Software and integration with QuickBooks by Intuit

Results:

Return on investment of 5 times seen within first year of software implementation, plus ability to support expanding customer base.

Customer Profile

Safe Sight delivers innovative and technically advanced facility security solutions by leveraging network technologies with the most advanced equipment in the security industry. With a wide range of security solutions, from basic security concerns to multi-location enterprise-wide security applications, Safe Sight delivers solutions to government, schools, churches, banks and commercial clients throughout Texas.

In addition to Safe Sight’s extensive customer list, the company has received a 94% customer approval rating and take satisfaction in their overwhelming support from their clients and the willingness of customers to recommend Safe Sight’s solutions.

Safe Sight prides itself as a licensed and authorized provider of advanced technologies including expertise in networked digital video, wireless infrastructure; advanced access controls systems, biometrics, and remote monitoring maintenance.

To find more info on how Safe Sight can secure your company, visit: <http://www.safesight.net>

Business Challenge

With all of these clients to track, Safe Sight used spreadsheets and paper records to manage their company’s processes and system records. Sharing, tracking and transferring information was cumbersome and time consuming. Safe Sight needed a cost effective solution that could streamline their customer and contact tracking and give them full functionality and customized support to handle their service orders.

Additionally, creating, managing and tracking proposals to prospective clients were done entirely manually and were hard to access both on the field and at the office. Safe Sight’s increasing sales volume required a streamlined proposal and order creation process solution that they found with Service Management Enterprise (SME).

All of these aspects needed to be changed and the Safe Sight tracking system needed to be automated to help ensure future company efficiency. But could all of this be achieved at an affordable price? Safe Sight turned to High 5 Software where they believed all of this was well within their reach.



Solution Overview

High 5 Software provided a comprehensive solution for Safe Sight covering all of their service management needs and providing a syncing feature to eliminate double entries in QuickBooks. Service Management Enterprise (SME) has a full featured list of user valuable modules including customer management, proposals, help desk, invoicing and receivables, inventory management, scheduling, dispatch, work & service orders, and equipment management.

QuickBooks integration has been a great addition to the complete software solution helping to separate itself from the pack of competitors and adding considerable long term efficiency to whoever implements its benefits. Double entries are avoided leading to less delays and faster billing. Companies now can have complete control over all areas of their business and assistance with automating the many processes that create inefficiency among the workforce.

With SME you know you have made a valuable long term investment with your company and High 5 Software guarantees the same commitment by investing in their product's future by offering continuous updates and creating new add-ons and features. High 5 Software values customer's inputs and will continually expand its software as demand dictates. New software updates are constantly in production and are released each quarter.



Business Benefits

By implementing Service Management Enterprise software and pairing the solution with QuickBooks integration, Safe Sight was able to see a return on investment within the first few months of execution. The use of a complete accounting and service management solution with SME and QuickBooks has lead to efficient invoicing and customer tracking as well as seamless control over the entire business process.

Christopher Hugman of Safe Sight said, "As a business owner, I can tell you that the Return on Investment for the SME software has already been multiple times the cost of the system. It has truly transformed our business."

Future customization work is also readily available to adapt with Safe Sight's developing and expanding business.

Mr. Hugman also stated, "I appreciate your willingness to support me with special developments requests to add features essential to our operations."

High 5 Software takes pride in its always helpful support staff constantly hard at work correcting issues and giving customers the next best service management solutions. You can count on High 5 Software to support you so your only worry will be your company's success.

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Quick Books
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