Technisoft®
success

SERVICE MANAGER drives Gibson Teldata from strength to strength

Gibson Teldata, Inc. was formed in March, 1980. The company provides hundreds of businesses with solutions and support for telecommunications, data networking and video surveillance. Gibson Teldata have their head office in the State of Indiana and service an approximate 100 mile area around Terre Haute.

Gibson Teldata, Inc. provide a full range of products and services including advanced data networking, a comprehensive suite of voice products, communications and technology solutions, as well as managed and cloud services.

Experts in Data and Telephony Solutions - Since 1980

Gibson Teldata, Inc. are committed to providing their customers with solutions tailored to meet their individual requirements and it is through strategic partnerships with leaders in the telecommunications industry, like Avaya, Mitel, NEC, Dell, Plantronics, Microsoft, and many others, which make Gibson Teldata, Inc. the leaders in data and telephony solutions throughout the Wabash Valley.

Serving over 1200 business accounts, Gibson Teldata, Inc. has the experience to meet the needs of every organization, no matter how large or small.

SUMMARY
Gibson Teldata is a major provider in information technology systems through the state of Indiana. With over 2000 business phone systems installed in multiple states, it is important that equipment, maintenance contracts, and service history is readily available.

BUSINESS CHALLENGE
With so many customers to service and maintain, it was important that Gibson Teldata be provided with a complete solution for their business needs. The challenge was finding a solution that could track items throughout their life cycle, from sale to service.

BUSINESS SOLUTION
Technisoft Service Manager 2018
Add-On modules:
Purchase Orders
Serialized Inventory
Advanced Maintenance
Advanced Scheduling
Field Portal
Customer Portal
Employee Portal
Service Centers

BENEFITS
Gibson Teldata has been particularly impressed with the Service Manager's support team. President, Brett Gibson says "I wish all software companies we worked with were as quick to react to our needs. Having their head-office located in Australia has also been a bonus. Taking your software offline during the day to work on updates or issues is the always difficult, having support available after-hours has been particularly important to us."

INDUSTRY
Information Technology
& Telecommunications

GEOGRAPHICAL LOCATION
Indiana, USA

SERVICE MANAGER has allowed Gibson Teldata to continue to remain at the forefront of their field, focusing on what they do best...

SERVICE MANAGER
EMPLOYEE PORTAL
FIELD PORTAL
ADVANCED SCHEDULING
ADVANCED MAINTENANCE
CUSTOMER PORTAL
SERVICE CENTERS
REPORT MANAGER

For the past sixteen years, Service Manager for Sage 300 has been a key component in Gibson Teldata's operations and part of the reason why the organization has gone from strength to strength.

Service Manager allows Gibson Teldata to keep their system database current with the use of Custom Fields that can be dynamically assigned to their customer's equipment records. Information such as remote maintenance passwords, and activation keys can be kept up-to-date.

Brett Gibson, President of Gibson Teldata explains how Service Manager helps his business operations. "At the time a call is received from a customer, our representatives directly enter a ticket in Service Manager. With different Job Types, we can track service calls and change requests, as well as new installations separately. Each request is assigned a Job Ticket number for tracking.

The status of tickets is also recorded. When there are Pending tickets in the system, our dispatcher knows to immediately assign a technician to the ticket for service through Advanced Scheduling and change the status to Active. We can see statistics to insure that response times are being met. When our technicians arrive at a job site, they simply start the time recorder in Field Portal and then stop it when they are finished. The technician enters notes about the work performed and gets a signature from the client to sign-off the Ticket. We then dispatch them to the next location. No more lost revenue from inaccurate time logging.

Once a technician's time is logged it is very easy to retrieve that time with the proper billing codes directly to the Job Ticket for billing. We can look at revenue based on different billing codes. Codes for regular time, overtime and holiday billing can be tracked to see how many hours of revenue have been generated. We also record each technician's hourly rate and can see the profitability of a job accurately.

Sales of maintenance contracts are also a big concern to us. With Service Manager, we can accurately track active contracts and tell whether a contract is profitable. The ability to amortize the income for annual or quarterly contracts in to monthly periods has been made easy with Service Manager.

We have peace of mind in our investment with Service Manager. Technisoft keeps up to date with the latest technology and when we have made requests for features that benefit our operations, Technisoft has always worked hard to implement these requests. In most cases, the enhancements are more than we ask for. We can tell Technisoft is keeping all of their customer's requirements in mind when features are added."

BAASS
Business Solutions Inc.

sage | Development Partner Endorsed