



FCA Technologies Sparks Success For Beckstrom Electric

Client
Beckstrom Electric

Industry
Electrical Contracting

Location
Purcellville, Virginia

Number of Employees
170

System
Sage Timberline Office
Service Management
Project Management
TimberScan
FieldConnect

Beckstrom Electric, a commercial electrical contractor operating primarily in Northern Virginia, has grown steadily during its 20 years in business, generating \$24 million in revenues in 2009. In addition to new construction and renovation projects, Beckstrom Electric has a busy service and predictive maintenance division. Recently, Beckstrom Electric replaced its older construction accounting software, StarBuilder, with Sage Timberline Office, supported by FCA Technologies. The change has sparked a new success within the company, driving efficiency and increasing profitability.

Contract With The Best

"The old software was working well, but we wanted to incorporate integrated project management and service management components," recalls Mick Beckstrom, Vice President of Beckstrom Electric. "We knew that Sage Timberline Office had the integrated project and service components and a very good reputation in our industry."

To learn more, Beckstrom Electric contacted FCA Technologies, a local Sage Timberline Office partner. "FCA Technologies provided us with a thorough demonstration, including examples of how the software could match and support our workflow," Beckstrom explains. "We really drilled them, giving the software and the partner a complete vetting. In the end, we are convinced that Sage Timberline Office is the right solution and FCA Technologies is the right partner."

Invest In Technology

Early in the implementation, FCA Technologies introduced Beckstrom to an add-on solution, TimberScan, that uses built-in imaging technology to provide paperless accounts payable invoice processing. Upon receipt, accounting personnel scan and associate each invoice with a job. The software then electronically routes the scanned invoice to the correct project manager for approval. The project manager can view the image of the invoice and approve, reject, revise, or comment on the invoice. "TimberScan has really



FCA Technologies

After 25 years, FCA Technologies knows that good software tools and a solid IT foundation are key to business growth. FCA Technologies is dedicated to helping our clients acquire and implement integrated financial and operations software on an optimal IT platform.

We invite you to partner with us and experience professional service and knowledgeable support.

Falls Church, Virginia

150 South Washington Street
Suite 401
Falls Church, VA 22046
Phone: 703.534.0166
Toll: 888.FCA.9568
Fax: 888.FCA.2142

Baltimore, Maryland

1718 Belmont Avenue Suite G
Baltimore, MD 21244
Phone: 410.277.0037
Toll: 888.FCA.9568
Fax: 888.FCA.2142

Richmond, VA

4191 Innslake Drive, Suite 111
Glen Allen, VA 23060
Toll: 888-FCA-9568
Fax: 888-FCA-2142

info@fcatech.com
www.fcatech.com



improved the efficiency of our Accounts Payable processing," says Beckstrom. "We process hundreds of invoices each month; what was once a manual process now is a completely paperless process."

Improve Service Management

The Sage Timberline Service Management component is the ideal tool to help the company manage all of its service work. A graphical dispatch screen simplifies scheduling, and service history, directions, and notes are added to work orders, to ensure that technicians have the information they need for each call. Customizable rate tables for materials, labor, equipment, and other costs ensure each service call is billed accurately. "By eliminating redundant data entry we have increased our accuracy and efficiency," Beckstrom explains. "And because we now are able to bill faster, we also have improved our cash flow."

FCA Technologies is implementing FieldConnect to enable the company's service technicians to access and update Sage Timberline Office work orders from the field. "They will record their time, the parts used, and any comments, and can have the customer sign the work order electronically," explains Beckstrom. "The information flows directly into Service Management—no more paper work orders and no more redundant data entry. The work order is ready to bill the moment the service call is complete."

Centralize Project Management

Sage Timberline Office Project Management provides a centralized resource that project managers use to track their jobs. "Before Project Management, our project managers would log change orders and requests for information in a three-ring binder," recalls Beckstrom. "They would have other data saved

in spreadsheets on their local drives. Now, all job information is securely stored on our server. We make use of the software's security features to control access to project information."

Increase Job Profitability

Beckstrom Electric's job profitability is trending upwards since the implementation of Sage Timberline Office. One reason is the company's ability to more accurately estimate future projects, by using the detailed information Sage Timberline Office retains for every project. "We have real-time data for every project now," Beckstrom says. "We analyze the data to find areas where we can improve our efficiency and hone our future estimates to win more business."

Beckstrom applauds the consultants at FCA Technologies, "They understand this industry and how to configure the software to address our industry pain points," he says. "They save us time and headaches by testing and evaluating the solutions before they recommend them."

He concludes, "Our business cycle is three phase: sell the work, do the work, and account for the work. We have always been good at the first two. Together, Sage Timberline Office and FCA Technologies allow us to be better at the third. It is a vital phase that successful contractors don't ignore."

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