

CASE STUDY



www.cmsmechanical.com

CMS Mechanical Service Company

Melbourne, Florida

SM-Plus Enterprise Provides End-to-End Business Solution, Enables CMS to Increase Efficiencies Company-Wide

Business Description:

Headquartered in Melbourne, Florida, CMS Mechanical Service Company is a mid-size, fast-growing commercial and industrial mechanical services company, specializing in the repair, installation design, and maintenance of air conditioning, heating, refrigeration, and electrical equipment.

It is also the largest, independently owned mechanical service business in the U.S.



In Their Words

"When we "turned on" the SM-Plus system everything worked great. It's completely scalable. We've integrated the system to the point where customers or technicians can log in through a local PC, remotely from a Web Browser, or even a mobile device, to gain access to specific information they require from our service database."

— Bob Bull, President/Owner, CMS.

Business Goals:

In 2005, the CMS management team began a search for an end-to-end service management technology solution to help the company keep pace with its fast growth—something their existing legacy system was incapable of doing. CMS specifically sought improvements in call center operations, scheduling and dispatch, mobile field service calls, work order review, approval and billing, sub-contractor reimbursement, service contracts and reporting capability. With eyes on the future, scalability of the solution was of utmost importance, as was

A key metric on which CMS relies is customer retention, which stands today at an enviable 98.5%. The company went live with SM-Plus in April 2006. That year, revenues grew by 20%, which was consistent with the recent past. By the end of 2008, a year marked by recession, the annual revenue growth rate reached 35% and income growth rate doubled.

the ability to integrate service dispatch, inventory, and accounts receivables and payables into a single system connected to a common database, as required by their customers.

The scalability that SM-Plus Enterprise offered to CMS was of utmost importance, as was integration of service dispatch, inventory, and accounts receivables/payables into a single system connected to a common database.



The Single Source Product:

SM-Plus Enterprise is an end-to-end business solution which manages and maintains both company-owned and customer-owned assets for the service-intensive organization. It is tailored to meet the specific needs of the service-centric organization which manufactures, distributes or services technical or complex, high-value equipment. SM-Plus Enterprise provides highly functional service business process support, including accounting, incident tracking, scheduling and dispatch, wireless mobile field service, work

order, warranty and service contract management. All functions seamlessly integrate to the inherent back-office accounting financials, inventory, purchasing and management reporting functionality of SM-Plus—meeting the requirements and streamlining operation of an entire service organization.



"Everyday I receive about 20 reports in my inbox; all concise, easy to read, with information on sales, A/R, A/P and cash flow, just to name a few."

*-Bob Bull,
President/Owner,
CMS.*



Easy access to service history, inventory availability and contract status, helps ensure the technician has what he needs to complete the job efficiently and meet customer expectations. Then, the accurate, streamlined reporting of resources used in the field speeds billing and improves cash flow.

One Central Database Allows CMS to Focus on Service, While Maintaining Smooth Flow of Information Company-Wide

Business Results:

By selecting and implementing SM-Plus Enterprise as their complete business solution, CMS gains efficiencies by streaming the paper-based work order management process, reducing time and cost of delivering accurate information to key decision makers, improving service contract setup and maintenance processes, providing the ability to track unit-specific service history information, shrinking open service call cycle time, simplifying and speeding subcontractor work order approval, invoicing and payment, integrating service call and technician location data between SM-Plus and Microsoft MapPoint™.

CMS management also uses SM-Plus to subscribe to weekly reporting on key metrics that not only include revenues and costs by division, but also productivity per truck per technician. SM-Plus generates reports that feed into email client software. Technicians and other employees receive relevant reports; so technicians, for example, have access to summary information on what they have sold and what they need to restock.

The connectivity provided by SM-Plus Enterprise enabled CMS to open remote offices in Roanoke, Nashville, and Dallas and maintain seamless visibility into operations. Today, CMS employs approximately 250 technicians who maintain about 66,000 sites. Much of the work is comprised of preventative maintenance, with most customers on contracts for quarterly service and some customers on contracts for bi-annual service. Additionally, some of CMS's employees remain full-time at customer facilities.

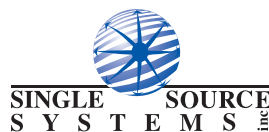
About Single Source:

Established in 1985 as an information technology consulting and software development company, Single Source develops and supports software designed to improve operational efficiencies for mid-sized service-focused companies, particularly ones which manufacturer, install or service complex or technical, high asset equipment. Single Source is a Microsoft Gold Certified Independent Software Vendor (ISV) with more than 500 customers world wide.

In Their Words

"While our competitors are complaining about the economy, we're bringing on new customers as well as renewing many of our existing customers. Overall, costs stay down with the help of SM-Plus technology; it helps us remain competitive on the pricing side of the business. Our competitors have had to continue to raise their prices, but we've been able to stay status quo with our pricing structure."

*- Bob Bull,
President/Owner, CMS*



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