



Technology Solutions for the Construction and Service Industries

Amalgamated Services, Inc.
Frankfort, IL

Interview with
Karen Riffice, President

ONE STOP SHOPPING FOR MY TECHNOLOGY NEEDS

"I have to think back a ways because I've worked with Common Sense Solutions and the ComputerEase product for such a long time", says Karen Riffice, owner and President of Amalgamated Services, a firm providing heating, ventilation, air conditioning and plumbing services to industrial and commercial clients and Chicago Public schools.

It Started With Software
"We had a custom-built software program that was geared toward mechanical and electrical contractors. I literally could not do anything on my own. Even the smallest change had to go through a programmer", says Karen. The company eventually filed bankruptcy and left them unsupported, forcing a search for new software.

This turned out to be a good thing — the switch

gave them stronger accounting and better job costing. Amalgamated used to outsource their payroll, but because Payroll in ComputerEase is so user friendly, Karen was able to bring payroll in house and save money.

I belong to a lot of associations and talk to other contractors. I hear them talk about complaints with their programs that I never have. I always tell them about ComputerEase and highly recommend it.

"The biggest benefit to my business has been in the reporting. The job costing and payroll reports keep getting better and better with each new version.

The financial statements are fantastic. And it's not just me saying that — outside

auditors tell me all the time how impressed they are that everything ties out. On average, I'm audited five times a year, and all the information I need is right there at my fingertips. I saves me time and gets them out the door and off my back!"

I know we're not using the program to 100% capacity, there's so much it can do. For me, it's a matter of time. But it's nice to know that the capacity is there if I need to grow into it.

Then Moved to Hardware
My network was supported internally by one of my employees. When he left, I sought out proposals for network support from a number of vendors.

CSS had the best proposal, not only price-wise, but it actually made sense! And someone came out and

"I like the fact that I have one place to go and trust that all my technology needs will be professionally handled"

"Let's just say that I'm all for no headaches! As both an owner and end-user I don't want to have to deal with unnecessary problems. The ease of working with Common Sense Solutions, their response time, their knowledgeable staff — it's a no-brainer!"

discussed it with me. That extra personal touch made a difference.

It's really nice to know that I can get all my support in one place. When something's not working, I don't have to figure out which vendor to call.

COMMON SENSE SOLUTIONS REMOVES THE FEAR FACTOR



Outsourcing business-critical support services can be a scary thing for a business owner. But working with Common Sense Solutions has removed the fear factor.

I know I'm dealing with a competent **team** — not just one person. That builds my

confidence level because I know someone will always be there when I need them.

We've gone through some big issues together — like a major power outage — and I was sure that no matter what time my power came back on that everything

In the end, you can have the best systems there are, but without good support, you're really out of luck.

By Karen Riffice, Amalgamated Services, Inc