



Technology for the Construction and Service Industries

Target Electric, Inc
Oak Forest, IL

Interview with
Nakeeya Tutson, Office
Manager

THERE WAS NO GOING BACK

Our most recent customer interview takes us to Target Electric where we spoke with Nakeeya Tutson, Office Manager. Target Electric is an electrical and communication contractor serving the Chicago area since 1991.

History Is Important

Prior to switching to ComputerEase in 2010, Target Electric was using another software provider for their accounting program. Something that was important to Target — but not available in the other program — was the ability to retrieve data historically.

“We need to go back to retrieve at least two years of history, and we just couldn’t do it. No old reports, no past job data, no check history, nothing — just gone” said Nakeeya.

The Future Is Important, Too

“While what we wanted was the ability to get historical data, we got more than that with the new system.” Nakeeya tells us, “The next biggest benefit we gained was in

the reports.” “The reports in ComputerEase are beautiful! They break down into meaningful areas and are legible and understandable.”

“I have to provide quarterly numbers to our outside accountants and now everything is there from P&L to trial balances. I send one report and it’s done. Before, we would have an ongoing conversation with faxes, phone calls and emails. Our accountant likes the new system as well since the information is laid out in a way that’s much easier to interpret.”

Workload Improvement

Nakeeya has noticed that her workload has decreased. I notice a total decrease in the time it takes to get invoices out. Our customers have even noticed that they’re getting their invoices quicker.

Certified payroll is an in-and-out task as well now. Before, running a certified payroll could take as much as one to two days.

“Our billing gets done in one-tenth of the time it took in the old system!”

“Switching over our software to ComputerEase has had a personal impact on my workload. The time it takes to produce invoices has lessened considerably — from 1-2 hours in the past to 10 minutes today.

What a difference!

SOFTWARE CHANGEOVER CAUSES CUSTOMER GRUMBLINGS



The change in software has caused us some customer complaints. But not the type of complaints that you might imagine.

After our first few billing cycles out of ComputerEase, I got calls from customers who said they noticed how much quicker they were receiving our invoices. In one case, the customer received our bill on the same day the services were performed. I would never have been able to do that before!

Getting our invoices out faster has meant improved cash flow. Not necessarily good news for our customers, but great for us!

By Nakeeya Tutson, Target Electric, Inc.