



## CASE STUDY

# VSC Fire & Security Integrates Systems, Optimizes Processes and Gains Multi-Entity Insight

## Organization

### VSC Fire & Security

Leading provider of integrated fire protection, life safety and security solutions and services for more than 60 years.

## Project Description

Advanced implementation of Sage Intacct, Integration of ProForm and ServiceTrade

## Solutions

Sage Intacct  
ProForm AIA Billing Module  
ServiceTrade Integration Module

## Services Provided

Implementation, integration, technical and training services

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*“LBMC Technology Solutions’ depth of expertise with Sage Intacct, combined with their ability to develop a custom software solution that integrates with our existing operational systems, was a game changer for VSC. We are now able to create projects in half the time, have reduced lost administrative time by as much as 90% and can continually analyze the health of our business in real time.”*

Kyle Kienzle, Director of Applications

VSC Fire & Security (VSC) is a trusted contractor and partner for fire safety, security and life safety solutions spanning commercial, retail, government and residential customers. With steady growth since 1958 and several recent acquisitions, VSC has expanded to 26 offices and approximately 1,250 employees.

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This growth introduced several challenges for VSC, including reporting limitations of existing accounting systems, a lack of integration, siloed data, inefficient processes and the inability to track statistical metrics or get important insight across the organization. It was time to find a more modern, robust Enterprise Resource Planning (ERP) and financial management solution that could solve these challenges and centralize operations.

After a thorough evaluation of various accounting software solutions and ERP systems, VSC selected Sage Intacct as the clear winner based on its current functionality, flexibility, future potential, short implementation time, and cloud-based architecture. However, VSC soon came to realize that they would need a partner with expertise in systems integration to truly optimize their environment.

VSC was referred to LBMC Technology Solutions, a Premier Partner for Sage Intacct whose certified consultants and system developers were able to bridge the gap between Sage Intacct and their operational systems.

## Key Benefits

Sage Intacct and LBMC Technology Solutions empowered VSC to support growth and improve agility by unifying its critical business systems with its financial management platform.



### Multi-entity Reporting and Insight

Up-to-date reports and integrated business intelligence tools give VSC's leadership real-time, consolidated insight for every project, job and location.



### Reduced Errors and Spreadsheets

Through integration and automation, VSC has drastically cut down on duplicate entry, time-consuming spreadsheets and human errors.



### Flexible Open APIs and Integrations

Sage Intacct's open APIs enabled LBMC to centralize VSC's systems, data and processes from accounting and services to purchasing and payroll.



### More Focus on Customer Value

VSC has shaved about a third off their job times, meaning higher customer satisfaction and more time to spend on value-added tasks and service.



### IT Cost Savings

In addition to saving with Sage Intacct's subscription-based pricing, VSC has been able to add hundreds of employees without adding a single IT resource.



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*“We came to realize that having a partner with the expertise to implement Sage Intacct and create custom integrations with our operational systems was the key to mitigating duplicate entry, reducing human error and increasing automation in our environment,” said Kyle.*

## Powerful integrations automate processes across multiple systems

A key requirement for VSC was eliminating siloed data and bottlenecks in their workflows which required a flexible platform for integration they couldn’t achieve with their existing systems.

LBMC Technology Solutions provided advanced configuration of Sage Intacct to support the integration of ProForm and ServiceTrade which, according to Kyle, “has paid for itself over and over again.” Service operations are 35% of VSC’s revenue with over 85,000 jobs completed each year. This customized integration was critical and LBMC had it up and running within a few weeks—far beyond Kyle’s expectations.

Job, customer and invoice data flows seamlessly in seconds between the systems and it has been extremely reliable.

Another valuable integration was ProForm, a subscription-based software module developed by LBMC Technology Solutions that integrates AIA Billing capabilities directly into Sage Intacct’s ERP accounting platform. ProForm has enabled VSC to simplify and accelerate billing for more than 6,000 construction projects a year.

With ProForm, VSC can manage all aspects of a project—creating budgets, monitoring performance, billing based on completion or percentages, managing change orders or adjustments and sending invoices—all within Sage Intacct. In addition, ProForm allows them to meet AIA invoicing requirements with ease instead of the manual and extremely labor-intensive process they had before.

Sage Intacct’s open APIs have made it easy for VSC to integrate other functionality as well including payroll, HR, timesheets and purchasing. Transactions and calculations automatically flow to Sage Intacct, eliminating duplicate entry and improving accuracy. “Once transactions are posted, everything is updated across the board in a matter of minutes instead of the previous system taking days,” Kyle said.



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*“I would recommend LBMC Technology Solutions to anyone and everyone regardless of industry. They delivered far beyond our expectations and are the true definition of a partner. They know Sage Intacct far better than many others in the marketplace. I can’t say enough good things about them.”*

Kyle Kienzle, Director of Applications



## Strategic insight across multi-entity operations

With Sage Intacct’s flexible dimensions, VSC was able to simplify their chart of accounts and enable VSC to look at their data from several different angles from timeframe, office or department. This enables VSC to easily identify trends and make more informed and strategic decisions.

Trading a clunky Access-based reporting system, managers now have access to real-time information on every single job from costs and profit margins to proactive alerts on issues. Visual color coding makes it easy to analyze and adjust data.

## Positioned for future growth

With the integrated Sage Intacct solution VSC can confidently continue their growth faster and easier than before. Kyle reports, “With our acquisitions, we are now able to onboard new locations in a matter of hours and can be up and running the next day. With our previous applications, it would have taken weeks or months to get going.” Sage Intacct’s intuitive interface significantly reduces the time to onboard and train new users.

## Project-driven organizations depend on LBMC Technology Solutions

For over 20 years, LBMC Technology Solutions has specialized in helping our customers adopt and implement comprehensive technology solutions that address the major operational challenges they face. Our experienced client strategy teams consist of CPAs, business managers, certified implementation experts, software consultants, developers, network engineers and project managers that can help you maximize your technology investments.

We specialize in implementing leading business software solutions, developing custom software integrations and providing mission-critical IT services to our customers nationwide.



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