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Velosio Helps BC Technical Get the Big Picture on Data Visibility for Growth

The Challenge

BC Technical acquired three companies, and wanted to realize value by reducing inventory levels across three locations and 190 technicians; maximizing profitability of high-cost parts used in aging equipment; and acquiring new customers with larger service footprint, delivering on demanding SLA's and accurately quoting prices to beat the competition while remaining profitable.

Additionally, BC Technical wanted to gain the ability to capture and report key metrics to better manage its business, including profitability by customer, by model, by manufacturer, by technician, and by contract; increased visibility into inventory and work orders in process; and closing financials on timely basis for board level reporting.

A poor implementation of Dynamics Field Services CRM integrated to Dynamics GP left the company chasing data discrepancies and focused on transactional processing complexities. Employees and management were equally frustrated.

Client Overview

bc technical

Headquartered in West Jordan, Utah, BC Technical services the latest in MRI technologies for all major OEMs including GE, Siemens, Philips, Toshiba and Hitachi. With over 300 employees and 190 Field Service Engineers, they stand out as the largest non-OEM Medical Imaging Solutions provider in the United States. BC Technical sells service contracts to hospitals and medical facilities to provide general maintenance, break fix, calibration service calls on the equipment.

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The Solution

Velosio re-implemented Dynamics 365 for Customer Engagement and Dynamics GP. In the process, BC Technical, along with Velosio, simplified and reengineered eight key field service processes, and reduced complexity in data and transaction processing while replacing 12 integrations with five. The inventory valuation method as changed from average to FIFO across two major systems. The new, integrated system provides reporting and drill down capabilities.

The Results

- Reduced time spent chasing data issues and integration problems from 2 FTE's to none

- Reduced financial closing cycle from 45 days to 5 days

- Confidence and trust in system and data with improved employee morale and satisfaction

- Able to quickly and accurately cost and price parts to maximize profitability

- Higher customer satisfaction with accurate and timely billings and improved response times

"Socius helped us recover from a near disaster CRM/ ERP project that we started with a different partner. Their breadth and depth of consultants delivered a very complex redesign project on-time and on-budget. This has been breath of fresh air for our company and we are now able to focus on running our business instead of fighting our software."

David Meyer
Microsoft Dynamics Program Manager

Ready to grow your business?

Call 888.725.2555 or email: info@velosio.com and start a discussion with a business technology expert.

Velosio is a new leader in cloud, that simplifies *your* journey to NEXT. We guide you, deploying best-fit business applications that keep you ahead of the competition in today's digital-first business environment. We balance visionary ideas with pragmatism, delivering an exceptional client experience that drives business value faster. **www.velosio.com**

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