

NexTec and Acumatica help carry the workload at Omni Cart Services

Omni Cart Services, Inc.

Industry

Field Services

Headquarters

Mentor, Ohio

System

Acumatica

Challenge

To unite its financial management, supply chain and field services operations.

Solution

Omni Cart chose NexTec Group as its tactical partner, providing both the product expertise and the business aptitude required to create a successful implementation.

Results

- Increased visibility across all facets of the operation facilitates and speeds better decision making
- Field service operations are streamlined with accurate, up-to-date dispatch capabilities and a seamless flow of project information through to field personnel
- NexTec continues to lead the project, preparing for the rollout of Acumatica CRM to further unite operations

As you visit your local groceries and big box stores, you likely don't give a second thought to the shopping cart in which you place your goods. But one company does. Omni Cart Services, Inc. provides cleaning and repair services on shopping carts—along with support equipment for grocery stores, hardware stores, mass merchandisers and distribution centers. With crews strategically stationed throughout the country, Omni Cart provides services to customers in 48 states.

Multiple locations, thousands of customers and a fast-paced service desk complicate the company's business model, so when the time came to replace its disconnected business management applications, Omni Cart selected Acumatica and NexTec Group to help drive operations forward.

“By bringing all of our business processes into a single system of record we can eliminate duplicate data entry tasks and ensure that all our teams are working with the most accurate, current information.”

Keith Woolf, President, Omni Cart Services, Inc.

Disconnected applications hobble the wheels

Omni Cart had been using multiple disconnected applications to run its operations, but was hampered by the lack of connectivity.

“We had been using a Microsoft ERP application along with a separate CRM system and another application for service dispatch,” recalls Keith Woolf, President of Omni Cart. “We lacked the visibility and business insights we needed. In addition, managing multi-site inventory was a challenge.”

OMNI *Cart Services, Inc.*

Success Story: Omni Cart Services, Inc.



Acumatica promises to unite operations

Acumatica ERP appealed to the company as it offers the connectivity and accessibility benefits of a cloud-based application while still providing the option to host the solution in-house on their own servers.

By combining financial management, CRM and field service functionality, Acumatica could allow Omni Cart to unite its operations, streamlining workflows and providing the much-needed visibility across locations and business functions.

Partner makes the difference

Omni Cart began the implementation by working with a local Acumatica reseller, but quickly grew dissatisfied with the progress. "They just didn't have the resources to service us properly," says Woolf.

The company next decided to work directly with Acumatica, but soon began looking for another business partner to drive the project.

"Acumatica personnel know the software inside-out, but we wanted a partner who could learn our business and help us make the best use of the software," says Woolf. "We found NexTec Group, and they've successfully guided the implementation to fit our business needs. They are responsive, knowledgeable and have a systematic approach to the implementation that really works."

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Field service is rolling

"With Acumatica, we've been able to streamline our scheduling and dispatch tasks," says Accounting Manager Jennifer Chuha. "We can quickly generate reports to gain an accurate picture of our current and future workload."

Field service staff now have real-time access to inventory stocking levels to ensure they have the tools and supplies needed for each job, allowing them to keep up their fast pace even as business grows.

Integrated CRM creates single system of record

With a successful rollout of the accounting, supply chain and field service components of Acumatica, Omni Cart and NexTec will now turn their attention to implementing CRM.

"An integrated CRM system will be an enormous benefit to our salespeople," says Woolf. "By bringing all of our business processes into a single system of record we can eliminate duplicate data

entry tasks and ensure that all our teams are working with the most accurate, current information."

As Omni Cart continues its digital transformation, Woolf and his team are confident they've found the right ERP solution and the right partner to guide them forward. "The right business partner makes the difference," he concludes.

About NexTec Group

NexTec Group is a leading business software provider, specializing in ERP, CRM and BI software that grows with your business now and in the future. For over 25 years, we have been helping companies connect data and systems, update out-of-date software, ensure compliance and streamline operations with the goal of saving you money and increasing your profits. NexTec is a gold-certified Acumatica partner with deep experience in field service, manufacturing, distribution, professional services and more.

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