



OTT, Inc. Customer Solution Case Study



Customer: Smith Micro Technologies, Inc.

Web Site: www.smithmicrotech.com

Company Size: Approximately 200

Company Profile

Smith Micro Technologies, Inc. is headquartered in St. Paul, MN. If your firm is in need of a full-time team of IT Technicians, a few computers, assistance in a move, or help retiring from your old equipment, Smith Micro Technologies is prepared to meet your IT needs.

Software and Services

- Microsoft Dynamics GP
 - General Ledger/FRx
 - Payables Management
 - Receivables Management
 - Analytical Accounting
 - Multidimensional Analysis
 - National Accounts
 - Bank Reconciliation
 - Cash Flow Management
 - Fixed Asset Management
 - Inventory Control
 - Bill of Materials
 - Landed Cost
 - Requisition Management
 - Purchase Order Processing
 - Sales Order Processing
 - Contract Administration
 - Depot Management
 - eTech
 - Returns Management
 - Service Call Management
 - Integration Manager
 - Modifier



Microsoft Partner

Gold Enterprise Resource Planning
Silver Customer Relationship Management
Silver Portals and Collaboration
Silver Business Intelligence
Silver Midmarket Solution Provider

Smith Micro Technologies, Inc. is privately-held business servicing office equipment in the Twin Cities area since 1976. After 30 years, Smith Micro Technologies has grown to over 150 dedicated employees providing a mix of IT services. From IT staffing to hardware sales, maintenance and asset retirement, Smith Micro Technologies will keep your IT humming and let you focus on your core business.

The Need to Access Data

Smith Micro Technologies was running their business on AS400 hardware that was cumbersome and expensive to maintain. In addition the software was not updateable and there was little or no integration between service, inventory and financial applications. They needed to analyze what types of service calls they were taking, how much time they were spending on each call, and what parts they were using on the calls. Lack of information in their legacy system impacted maintenance contract renewals. They had to review contracts multiple times to determine if they were profitable before invoicing. It was important to improve their response to and from vendors by tracking RMA's and RTV's for parts returned for repair or replacement and any associated labor reimbursement. In addition they needed to see what parts were being used in order to buy in larger quantities and not purchase one at a time.

The Business Solution

SMT implemented Microsoft Dynamics GP field service, distribution and financial applications in the spring of 2005. SMT went live with the Microsoft Dynamics GP solution a month earlier than planned due to the concern over the stability of their AS400 hardware.

The Results

Service Call Management has allowed SMT to create new service calls, assign appropriate technician, escalate calls automatically and track service call history. By analyzing service call history SMT has been able to improve customer satisfaction by having the parts available to repair the customers system in a shorter period of time.

Contract Administration ensures accurate billing and compliance with service contracts through integration with Service Call Management. By accessing service history SMT has been able to determine the profitability of a service contact in a shorter period of time and make adjustments prior to

invoicing the customer. By tracking the call history at the equipment level they can go to the customer with a recommendation to repair or replace the equipment.

Returns Management has helped SMT better manage parts returns including credit, cross-ship, replacement and repairs.

eTech is used by SMT's technicians to access and update service calls from the field via a Web interface. For the first time, SMT has real-time knowledge of what their technicians are doing and where their inventory levels are at.

Michael Benson, Controller at Smith Micro Technologies said, "We wouldn't have had the growth the new system allowed if we weren't able to track data and make decisions."