

CUSTOMER SUCCESS



Haverfield Helicopters Turbocharge With Sage BusinessWorks

Hurricane Georges had just devastated Puerto Rico, and power lines were down all over the island. Who did the Puerto Rico Power Authority call to inspect and repair high-voltage wires dangling in the storm? Haverfield—a commercial helicopter company specializing in daring mid-air electrical work. With FEMA's assistance, Haverfield was able to respond quickly.

On mountaintops, over bodies of water, and in perilous weather conditions, utilities around the country count on Haverfield for aerial electric power transmission inspection, maintenance and repairs. Haverfield's intrepid pilots hover their craft within several feet of damaged structures for visual inspections using special gyrostabilized binoculars. Linemen can perform aerial maintenance and restoration—even on energized lines—while sitting on Haverfield's patented platform as the experienced pilots keep them steady. Many of the company's high-profile projects have been featured on television documentaries.

Unstable System Conditions

Although Haverfield was renowned for professionalism in the face of natural disasters, it had a catastrophe of its own back at headquarters, namely an accounting system that didn't work. Files were constantly being corrupted. Inaccurate data came out in reports. The balance sheet never balanced, and staff members were at their wits ends with the inherent instability of the system.

The problem was clearly bigger than repair and maintenance. So Haverfield opted to ask its accountant for a recommendation, and Sage BusinessWorks was chosen. It's been the calm after the storm.

Flying High with Sage BusinessWorks

Christine Cassell, executive assistant at Haverfield, was responsible for implementing the new Sage BusinessWorks system. "I come from a non-accounting background," she explains. "I don't like wasting time navigating through an accounting program. So ease of use was extremely important to me.

"As it turns out, Sage BusinessWorks has been remarkably user friendly and logical. I learned it very quickly. And it has just enough bells and whistles so I can modify things when I need to, without having to hire a programmer to make changes."

Customer:

Haverfield, Inc.

Industry:

Commercial helicopter services for power line maintenance

Location:

Gettysburg, Pennsylvania

Number of Locations: One

Number of Employees: Eight

System:

Sage BusinessWorks

- Accounts Payable
- Accounts Receivable
- General Ledger
- Job Cost
- Cash Management
- System Manager

CHALLENGE

Replace unreliable system with a stable, user-friendly accounting system that provides the tools and the support management needs.

SOLUTION

Sage BusinessWorks financial and Job Cost modules.

RESULTS

Implementation in less than a month; streamlined data flow; integrated financial processes; 15-percent decrease in manual workload; enhanced operational efficiencies; facilitates big picture management.

Haverfield uses Sage BusinessWorks to track and maintain its receivables and payables. The system writes checks, generates financial statements, and creates a wide range of reports. When a crew is assigned to a site, equipment and labor expenses are posted directly to the Sage BusinessWorks Job Cost module. Soon the company plans to deploy a software interface for keying project information directly from laptops aboard the helicopters.

The biggest relief of the new Sage BusinessWorks system, according to Cassell, is having a management tool she can count on. "Before, I'd come into the office every morning and worry what software problems I was going to face for the day. Now I don't do that any more. I can count on Sage BusinessWorks to take care of things the way an accounting package is supposed to—so I can concentrate on running our growing business."

Full implementation of Sage BusinessWorks took less than a month, and support requirements have been minimal too. With its former system, Haverfield was spending a small fortune on consulting fees to fix frequent crashes and related glitches. But now most service requests can be handled over the phone. And they're typically what Cassell calls "quirky accounting details," like how to get an expense to show up in the right category.

"Sage BusinessWorks has cut my workload by at least 15 percent," says Cassell. "It's enabled me to concentrate on managing the business. And during the process, I've discovered that an accounting package can be a valuable tool, rather than a headache. I'm delighted with the improvements."

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Sage Software supports the needs, challenges, and dreams of more than 2.7 million small and mid-sized business customers in North America through easy-to-use, scalable, and customizable software and services. Our products help manage a complete range of business functions including: accounting, operations, customer relationship management, human resources, time tracking, merchant services and the specialized needs of the construction, distribution, healthcare, manufacturing, nonprofit, and real estate industries.

