XTIVIA

QSI PROVIDES SUPERIOR SERVICE WITH HELP FROM XTIVIA AND INFOR CRM

ORGANIZATION

For nearly two decades, Quality Solutions, Inc. (QSI) has excelled in the facilities management industry, trusted by major retailers, restaurant chains and other enterprises to handle the repairs, maintenance and infrastructure projects that keep them operating in top condition. With 140 direct employees and a network of top-qualified vendors, QSI has earned a reputation for excellence and efficiency. Managing successful projects and delivering exceptional service requires tools that support and promote organization, coordination and communication—tools that XTIVIA and Infor CRM are helping to provide.

CHALLENGE

"The company was using paper and manila folders to track our jobs," recalls Dave Alverson, CFO for QSI. "It was a real struggle. We handle thousands of tickets a month, and the process was inefficient with too much potential for error or oversight. We knew we needed an purpose-built application to help us track, manage and invoice our projects."

SOLUTION

QSI recognized that any application would need to be customized to meet its unique business model and workflows. The advanced customization capabilities of Infor CRM made it the platform of choice, and XTIVIA's extensive experience and expertise in tailoring the solution made them the ideal partner. "XTIVIA gained a solid understanding of our business and then helped us design the system to achieve our goals," says Alverson.

KEY COMPONENTS

SOFTWARE
Infor CRM™

HUB OF THE OPERATION

Today, Alverson describes Infor CRM as the hub of the company's operations. "It handles every aspect of our operation. It is a single tool for managing our customers, our vendors, our contracts and our projects."

As work requests from customers are received, they are logged in Infor CRM, creating a new work ticket. The nature of the ticket—plumbing or painting, for example—determines how the software assigns a project manager to the project, and which vendors are dispatched to the site. The system helps keep projects on schedule and operating smoothly.

RESULTS

INCREASE IN PRODUCTIVITY

With all its relevant job-related data in a single database, the company is enjoying improved productivity across the organization. Manual tasks have been eliminated, freeing staff time for more strategic endeavors. Automated workflows speed processing, keeping service levels high and speeding the invoicing cycle.

"We are a service organization, and our reputation depends on our ability to provide superior service to our customers at every interaction," says Alverson. "This solution helps us retain that high level of quality. With all relevant data in a single database, we can monitor, review, respond and analyze that data and become even better at what we do."

PROFESSIONAL PARTNER

Alverson praises the professional consulting team at XTIVIA. "With XTIVIA's help we've accomplished a great deal over the past year. They are very responsive, understand the deadlines we work under, and have extensive knowledge of the software," says Alverson. "Over the coming year, we will continue to refine our systems to help us become even more effective and efficient."

XTIVIA OVERVIEW

Since 1992, XTIVIA has established a proven, global reputation as a company delivering cutting-edge professional solutions to our clients' specific requirements, regardless of the complexity of the projects. XTIVIA's success has stemmed from a proven ability to deliver quality professional services, allowing the client to leverage technology successfully, competitively, and profitably. XTIVIA has received additional awards this year from Liferay, CIO Review and Inc. 5000. XTIVIA has offices in Colorado, New York, New Jersey, Missouri and Texas.

CRM OVERVIEW

XTIVIA's knowledgeable CRM team has engaged in over 200 projects and won a number industry awards with our customers due to their successful implementations (Gartner Excellence Award 2005 and Customer Interaction Solution Magazine 2008 CRM Excellence Award) and recently the 2014 Infor CRM Project of the year. We represent the majority of the dominant CRM vendors including; Salesforce, Microsoft Dynamic CRM, Infor CRM, SugarCRM and Sage CRM. We provide business consulting services for CRM selection, implementation, integration and custom application development.

INFOR CRM
PROJECT
OF THE YEAR
2014 AWARD WINNER