



## Accordant Keeps Chadwick Service Company Running Strong

Since 1977, Chadwick Service Company, Inc. (Chadwick) has been designing, installing, and servicing HVAC systems throughout the Delaware Valley. Chadwick prides itself on its lean, agile, and efficient operation, and relies on Sage Timberline Office and the consulting team at Accordant to keep its internal systems running smoothly.

### Out With The Old

Until two years ago, Chadwick used Dexter + Chaney's Spectrum Construction Software, but staff found it overly complex, difficult to navigate, and unreliable in its cost tracking. "If a data entry error was made during AIA billing, it was nearly impossible to fix, so billing ended up being performed in Microsoft Excel," explains Susan Parker, the controller at Chadwick. "The staff complained about how difficult it was to use, and the president still wasn't getting the reports he needed."

### Find The Right Solution And Partner

The company began researching other solutions, and ultimately adopted Sage Timberline Office, a product Parker had used for years in other positions. "I was confident in the product and knew it would be a good fit for the company," she says.

As Chadwick researched Sage Timberline Office consulting firms to implement the software, Accordant quickly rose to the top of the list. "They have the ability to think outside-the-box and deliver creative solutions to construction business problems," says Parker.

Chadwick implemented a full complement of Sage Timberline Office solutions, including the Project Management and Service Management components.

The response from the staff has been overwhelmingly positive. "At first we had some push-back, as you always do when there is change," says Parker. "But Accordant was instrumental in converting the skeptics. They have a positive attitude and extensive knowledge that led to a very successful implementation. Now, accounting is happy, project managers are happy, and management is happy — in fact, we're thrilled!"

### Integrated Project Management

Previously, Chadwick's project managers each used a separate system for tracking project change orders and requests for information (RFIs). "There was no centralized point where the company could track and manage these crucial pieces of information," Parker says. "It was difficult to determine where they were in the approval process or when we could bill for them."

Using Sage Timberline Project Management, Chadwick has a centralized system for managing and tracking change orders and RFIs. Project managers easily can route the documents to owners and contractors for review, clarification, and approval. Once approved, the software automatically

#### Customer:

**Chadwick Service Company, Inc.**

#### Industry:

HVAC Service Contractor

#### Location:

Bensalem, Pennsylvania

#### Web Site:

[www.chadwickservice.com](http://www.chadwickservice.com)

#### System:

**Sage Timberline Office**



## Accordant

Creating harmony between people, business & technology

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**New Jersey**

**Massachusetts**

**New York**

**Maryland**

**Connecticut**

**Michigan**

**Pennsylvania**

**Ohio**

releases change orders to the accounting and job costing modules for billing.

By centralizing data and eliminating duplicate data entry, project managers' efficiency has increased. "They can e-mail or fax a related document; check the status of pending RFIs; issue change orders; and access job status reports from a single location," Parker says. "It gives them the tools to bring our projects in on time and on budget."

Now that project managers and directors are able to enter, update, and inquire into their own data, the company's administrative involvement has been significantly reduced, freeing those resources for more strategic tasks.

### **Better Visibility Into Service**

Since implementing the Service Management module, Chadwick has seen a boost in profitability in its service division. One reason for the boost is the company's ability to account for the fully burdened cost of each employee. "Before we could really only account for employees' wages and union dues. We were not able to capture less visible costs such as the vehicle, gas, and equipment depreciation," Parker says. "By isolating and tracking those costs, we are better able to control them, and we can use the accurate costs to help us set billing rates that are fair to the customer and profitable for us."

Additional efficiency comes from the software's ability to track unapplied time — time Chadwick is not able to directly bill to a client. "If you can measure it, you can manage it," Parker says. "The visibility Sage Timberline provides has allowed us to reduce our overall unapplied time and improve our bottom line."

### **Partnership Leads To Success**

Parker has nothing but praise for Accordant. "I recommend Accordant to other contractors because I firmly believe that it is not just the software that made our project a success — our partnership with Accordant makes all the difference."

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controller  
Chadwick Service Company, Inc.

### **About Accordant**

Accordant provides leading-edge business solutions to construction, service and real estate businesses in the Northeast. Accordant specializes in the implementation, consulting, and training of Sage Timberline Office and Sage Master Builder Solutions. From strategic planning through implementation and deployment, Accordant applies real-world experience, best practices and a client-centric focus to deliver technologically-advanced software solutions that dramatically improve business performance. With over 4,000 clients, Accordant is uniquely qualified to provide your company software and services in the areas of Accounting, Document Management, Estimating, Project Management, Property Management, and Service Management. Accordant will help you maximize efficiency within your company and make it easier for you to do business with your customers, vendors, employees, and partners.