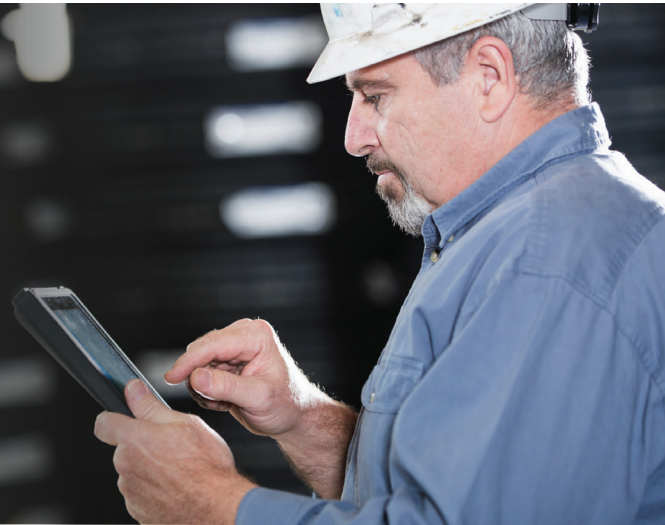


# Accordant Company Forges a Successful Solution for Blue Diamond Sheet Metal



Successful specialty contractors must be constantly on the lookout for ways to run their businesses more efficiently, while maintaining a consistently high level of service. Blue Diamond Sheet Metal Inc. is no exception. The company provides engineering, metal fabrication, equipment installation, and industrial maintenance services to general contractors and property owners throughout Suffolk County, New York. It's a busy and diverse operation that demands a flexible, scalable, and powerful business management solution to power it. For Blue Diamond, that solution is Sage 300 Construction and Real Estate, backed by the talented consulting team at Accordant Company LLC.

## Support Diverse Operations

"We are a bit different from other HVAC contractors in that we also have a large fabrication division. With fabrication, service, and contracting services, we need a comprehensive solution that can manage all aspects of the business," says Anthony Bikowski, IT director at Blue Diamond. "Our old system had service management and accounting components, but lacked job costing or project management capabilities, so there was a lot of manual and redundant work."

The impetus to switch came six years ago, when the company decided to bring its payroll processing tasks in house. "The owners spoke with other contractors and found they were using Sage 300, not just for payroll, but project costing and service management too," recalls Bikowski. "Accordant came recommended, and after speaking with them about our business needs, we made the decision to migrate our entire operation to Sage 300. The product has the breadth of functionality that we need to support each of our different divisions."

Bikowski adds that Accordant led a successful implementation, importing financial and customer data from the old system, and mapping the company's workflows into Sage 300. "Accordant helped us completely revamp how we handle job costing and project management, going from spreadsheets and Word documents to a completely integrated solution."

## Effectively Manage Change Orders

Change orders can make or break the profitability of a project. Before Sage 300, change orders were handled manually at Blue Diamond. It was a constant struggle for staff to keep on top of which change orders were open, what the status was, and when they should be billed. "This is one area that has really been transformational," says Bikowski. "Sage 300 builds in the change order tracking and control we were lacking. We can convert an RFI into a change order and route it for approval instantly. And we always know precisely what work orders are pending, who is responsible, and when they are ready for billing."

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### Company Name

Blue Diamond Sheet Metal Inc.

### Industry

HVAC contractor and sheet metal fabricator

### Location

Medford, New York

### Number of employees

150

### Solution

Sage 300 Construction and Real Estate,  
Service Management, MyAssistant

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### Take Proactive Action

Contractors are labor-driven organizations, and labor cost overruns can quickly jeopardize a project's profitability. Using Sage 300 and MyAssistant, Blue Diamond is better able to manage its labor resources, ensuring more profitable projects. "The system monitors key performance indicators, and automatically sends emails to our superintendents warning them of cost categories that are approaching budget amounts, or of employees that are getting close to overtime," says Bikowski. "Access to this type of information early on lets them take proactive action to get things back on track."

The company's project managers rely on the up-to-date job data Sage 300 provides to keep their projects on schedule and on budget. Job status reports are delivered to them automatically, providing convenient access to current cost data. Using their tablet PCs, they can view full project details while working in the field. "We've found that our project managers can now handle more projects at a time," says Bikowski. "With all the information at hand, they're simply more effective and efficient."

### Purchasing Efficiency Saves Labor

Blue Diamond used to employ separate purchasing agents for each of its divisions, but now, one individual handles the purchasing tasks for the entire company. "The efficiencies we've gained in using Sage 300 to handle our purchasing has meant that one person can do the work of three or four," says Bikowski. "The labor savings is significant."

### Drive Service to Higher Levels

The Sage 300 Service Manager application is helping Blue Diamond drive service to higher levels. Service Management simplifies service call dispatching, field technician management, and billing. Staff can see the status of every service call, enabling them to expedite dispatch tasks and maximize the productivity of each technician. Information on vendors, invoices, purchase orders, and other financial details flow throughout the application, eliminating redundant entry and potential errors.

Blue Diamond is using the data Service Management collects to analyze the profitability of its annual service contracts, adjusting renewal rates as necessary. "We didn't have access to this type of information before," says Bikowski.

### Expedite Payroll

The Sage 300 Payroll application is ideally suited to handling Blue Diamond's complex payroll. "Our employees represent several different unions. Previously we had to manually prepare separate certified payroll reports. Sage 300 creates all those reports for us, saving a tremendous amount of time every week. It used to take two people a full week to complete payroll. Now it takes less than one day. And there is a substantial cost savings over outsourcing."

### Aligned for Profitability

Bikowski says that Blue Diamond's partnership with Accordant is a valuable one. "Accordant is a great business partner. They are responsive, sharp, and knowledgeable. They've really helped us get the most out of the software."

He concludes, "Thanks to Sage 300 and Accordant, we've gained efficiencies throughout the organization. We've also gained invaluable visibility in our projects that was lacking before. Those two factors have helped us improve our overall profitability. We've been able to realign overhead, moving people into more strategic roles, while letting the software do the heavy lifting."

