



Customer Success Story

Anderson Air Corps

Albuquerque, NM

Size: 44 Employees, 26 service vehicles

A Conversation with Mike Salmon, Owner & President

Founded in 1961, *Anderson Air Corps* in Albuquerque, New Mexico is the state's oldest and largest Factory Authorized Carrier Dealer, an honor granted only to the best dealers in the United States. In addition to the heating and air conditioning service work, *Anderson Air Corps* provides residential and add-on replacement services and commercial services for new construction.

Anderson became a FACS Management Systems customer over 20 years ago when they converted their manual bookkeeping system to the FACS software system. At the time, *Anderson Air Corps* had 15 service vehicles and \$1 million annual sales volume. Since then, the company has grown to 44 employees, 26 service vehicles and \$6.2 million in annual sales.

"All the time we've been with FACS, they've been first class -- the utmost of professionalism and knowledge," president and owner Mike Salmon said. "From a software support standpoint, Don Bartle and his folks are tops."

Transition from one company into two separate companies was flawless.

In 2004, Salmon and his former partner completed a planned two-year separation process. "We split the company into two completely separate companies," Salmon explained. "My company remained in Albuquerque. The FACS Management Systems software had to fully replicate itself and create a second company. Remarkable as it may seem," Salmon reported, "there were no glitches at all. It was a very smooth software transition."

FACS' flexibility easily adapts to Anderson Air Corps' growth

Salmon has had many conversations over the years with industry peers who use other software programs. "Their biggest complaint is that their software is not flexible enough to grow with their business. On the contrary, FACS has handled everything I've ever thrown at them," Salmon said.

Salmon appreciates the many differences between FACS and other software companies. Other companies, he said, try to take their system and force it on you. "But FACS is still flexible enough to accommodate your suggestions and needs."

Case in point: *Anderson Air Corps'* service manager wanted more exhaustive productivity reports for their service technicians. FACS' Don Bartle sat down and wrote customized reports that help *Anderson* measure performance in different profit centers in their service department. Suggestions from other FACS customers became part of the FACS program, too, such as GPS capability and bar coding.

FACS upgrades "just like turning on a light switch"

FACS has introduced many upgrades to their customers and fully prepares them for each one. "We've never had any downtime during an upgrade," explained Salmon. "Each switch-over was just like turning on a light switch."

Flexible support and training options

"I like their flexibility," Salmon remarked. "We can call them, and they will send their support rep to spend a day or more with us for on-site trouble shooting or on-site training." Recently, *Anderson Air Corps* switched from FACS' Unix based system to their new Windows-based system and enjoyed a smooth professional transition with "more than adequate training and follow-up."

Salmon concluded, "When you find good support people such as a lawyer, accountant or software program like FACS, they are real assets to your company."