



Customer Success Story **Climate Control Specialists**

Birmingham, Alabama

Size: 4 employees, 1 service van, 1 installation truck

A Conversation with Joy Nichols, Office Manager/Bookkeeper

Kenny Burke opened *Climate Control Specialists* in mid-2009 to provide service and installation of heating and air conditioning equipment for residential and commercial customers in Birmingham, Alabama, a city of 230,000 residents.

Even though *Climate Control Specialists* is a new client of *FACS Management Systems*, owner Kenny Burke and Joy Nichols, the company's office manager and bookkeeper, both have prior experience with the FACS Management System software program at other HVAC companies. Burke first used FACS back in 1983, a time that pre-dates much of the technology and user-friendly features of the FACS program today. Nichols has 10 years of experience with FACS.

Since a few years had passed since either Burke or Nichols last used FACS, they spent several months learning the program's new features and researching other software programs before they made their decision. After all that time, Nichols explained, "I only found one system that even came close to what the FACS system does and," she added, "that system was extremely expensive."

FACS Management Systems Modules Are Fully Integrated

"One of the common problems facing many companies that have service technicians on the road like we do," Nichols said, "is that they typically use two completely incompatible programs -- one for accounting functions such as Quicken or Quick Books and a separate program for dispatching service calls. So they end up having to enter the same information twice. *FACS Management Systems* has fully integrated modules, so when you input information into one module like Service, the program automatically updates the Accounting section. That's a great time saver and one more reason why FACS is the best."

Nichols appreciates the user-friendly flexibility of the FACS Dispatch Board feature. "You can see what you're doing today, this week, this month or next year," Nichols explained. "You can filter down by technician, geographic area or day. You can download a map and schedule calls more efficiently, so you're not sending one tech all over the city. The whole time you're looking at your dispatch board at the top of your screen," Nichols added, "you can also be looking at your accounts receivables at the bottom of the screen."

Program Updates and Enhancements Every Year

Burke and Nichols are thrilled with the updates and enhancements of the 2009 FACS program. "A few years have gone by since I last used FACS, and I can personally tell you that FACS certainly doesn't stand still!" Nichols was referring to the fact that FACS is now a web-based program with a Windows operating system. "The basics that created such a strong program years ago are still there," she said, "but how you get to things is different and more efficient."

FACS Helps Small HVAC Companies Grow Large

Burke and Nichols know firsthand that *FACS Management Systems* can handle their growth, regardless of how big *Climate Control Specialists* becomes. Several years ago, Nichols was the comptroller for a large HVAC company that used FACS. The company had a big fleet of trucks and several dispatchers to handle service calls.

At the end of each month, Nichols was able to easily merge all FACS modules--Accounts Receivables, Accounts Payable, Service Contracts, for example--into the general ledger. "With FACS, companies have the flexibility to use the program's default financial statements, customize them or create financial statements from scratch," Nichols emphasized.

Regular User Conferences Are Great Brainstorming Sessions

Nichols and Burke have attended FACS regular user conferences and are always impressed with the great ideas and communication that occurs in their roundtable sessions. "The FACS people ask for your input about new program features you'd like to see," Nichols said. "Many features that are now part of the FACS program came from their user conferences."

Local Tech Support from Experienced FACS Specialists

"I fell in love with the people at FACS years ago," Nichols remarked. "The support is great, and their support technicians are all based in Jacksonville, Florida, not halfway around the world. Even if I've done something goofy, they don't care; they'll fix it. If it's a bug, they'll fix it. You don't have to try to understand what they are saying because they speak plain English, not geek-speak. If you need training on site, they'll fly out and be there for you."

"FACS Management Systems is not only a better system for service companies like ours, it's far more affordable," Nichols concluded. "Kenny and I are very happy to have FACS working hard for our company again."

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