



Customer Success Story

Ferran Services & Contracting, Inc.

Daytona, Florida

Size: 145 Employees, 8 dispatchers, 107 vehicles including 85 service trucks

A Conversation with Vice President Sally Bowen

In business since 1910, *Ferran Services & Contracting, Inc.* performs service and installation of air conditioning, electrical and plumbing equipment in eight counties of Central Florida (Orange, Seminole, Osceola, Lake, Polk, Volusia, Flagler, and Brevard counties) for residential, commercial and construction customers. Based in Orlando with a branch office in Port Orange, Ferran Services has 145 employees, including eight dispatchers. Their fleet of 107 vehicles includes 85-90 service trucks.

The relationship between *Ferran Services & Contracting* and *FACS Management Systems* goes back over 25 years. Vice President Sally Bowen began working at *Ferran* in 1989 when the company had a couple of dozen employees. Now Bowen oversees the finances of a far more complex business. "We began as a Carrier air conditioner dealer," she explained, "but now we provide air conditioning, electrical, plumbing and construction services. We also have a separate division that does installation of water heaters and ductwork for two public utilities, so our customer base is very large."

"FACS has been a tremendous factor in our growth over the years."

Even though *Ferran Services & Contracting* has grown into a more complicated business over the years, FACS' modular management software program has deftly handled the new challenges. "FACS has been a tremendous factor in our growth over the years," Bowen emphasized. "Other software companies approach us from time to time, but we know the value of our relationship with FACS. Nobody else can beat it."

Bowen appreciates the fact that many of FACS' key people have been with the company since the beginning. Bowen depends on their in-depth understanding of the FACS software modules whenever questions arise.

"Things don't get lost!"

As vice president in charge of finances, the integrity of the management software is one of Bowen's primary concerns. Before FACS, Bowen said that she used to lose things and always had to double check her work whenever she entered duplicate information into incompatible programs. "The big thing about FACS software is that things don't get lost!" Bowen exclaimed. "Now, if something looks unusual, I'll be able to correct it with FACS."

Bowen appreciates the way that all FACS modules, whether they have to do with service calls, warehousing or accounts receivable, are fully integrated and eliminate the need for double entries. For Bowen, one of the significant upgrades to the FACS software was the *skeleton work order*. "This gives us the ability to build a skeleton work order when a technician has a service call number and effortlessly ties the technician's time card to our accounting system. It is a very powerful feature."

Regular user conferences are a big plus.

Bowen points to FACS' frequent program upgrades as a key factor in the program's ability to stay current with new developments and demands in the service industry.

"FACS hosts regular user conferences to brainstorm with customers and get their feedback. They always ask us for our wish list -- program features and changes we'd like to see," Bowen explained, "and the FACS team really listens. Many of their program updates have come out of these conferences."

Looking back over her company's decades-long relationship with FACS, Bowen remembered significant milestones when FACS introduced new software features that dramatically increased her company's efficiency. "The Purchase Order module was a huge jump -- a very significant addition to the FACS program, because we no longer have to manually look at service receipts."

Bowen summed up the many reasons why Ferran Service & Contracting has been a FACS customer for so long: "You can use their software without making big changes to the way you do business."

FACS Management Systems, Inc., Phone: 800-291-7977 or Fax: 904-821-9959.