

Success Story

Focused on IT so you can focus on Profit

Jack O'Rourke, President of Mint Lake Construction, believes in making the entire process of buying and customizing a dream home in his new Dominion Village an easy, seamless, pleasant experience for his clients. It requires attention to detail, lots of listening, and responsive hand-holding along the way. To deliver high touch service with a small staff, it is imperative that all of Mint Lake Construction's infrastructure and systems run smoothly.

The cornerstone of their information system is their construction management software application. The software generates work orders for every task, and, among other things, tracks them to make sure that the work is done before payment is made, and checks to be sure there are no duplicate payments made for work that may have been erroneously invoiced twice. It is an essential part of Mint Lake Construction's business process and risk management system. But to be 100% effective and efficient, everyone in the company needs to have access to it, whether in the corporate office, at home, or at the job site.



That was the challenge Jack presented to Dave Griffin, President of Profit/CS, at a Mint Hill Business Association meeting.

Mr. O'Rourke knew he needed a remote network, but his discussions with other IT services firms had quickly gone down a road full of tech jargon and expensive approaches. When Dave was able to quickly grasp his needs and explain in lay terms how an affordable solution would work, Jack knew he was talking with the right person.

After developing a strategy that would address Mint Lake's needs, Profit/CS had the new network up and running in one day. Work orders and other critical tasks could be performed at the corporate office, the construction site, and even at the Construction Manager's home. The system did exactly what Mr. O'Rourke needed it to do, and at a reasonable total cost.

"... [Profit/CS] service is easily worth multiples of what it costs."

**Jack O'Rourke
President
Mint Lake Construction**

Mr. O'Rourke said, "We were up and running quickly, without a huge expense. The Profit/CS team was always available; someone would call me back within 5 minutes if I called with a question. That was invaluable to me." He stated further, "We were billed fairly, and didn't pay for anyone else's learning curve." Regarding any hiccups, "We had some difficulty because our software manufacturer had made modifications, but Profit/CS always got us back up and running quickly. They really understand the urgency of our having a system that works all the time."

When asked what he would tell his entrepreneur friends, Mr. O'Rourke replied, "You can have a high tech remote network without big company costs. Profit/CS has saved my team a lot of time, and their work has resulted in reduced errors. Their service is easily worth multiples of what it costs."