

## Success Story

## Focused on IT so you can focus on Profit

Uwharrie Lakes Builders builds multi-million dollar custom and spec homes, managing the complete project requirements from site development, home design and construction, to landscaping and interior up-fitting if requested. Providing this complete, “turn-key” service is a time-consuming, detail-oriented process that requires efficient business processes and consistent communication with the home owners and the numerous contractors who do the work.

Gary and Jean Harris, owners of Uwharrie Lakes Builders, had invested in modern software and hardware systems to facilitate the estimating and accounting processes, but were not pleased with the way the applications were working. The two packages required data to be entered in different ways, resulting in double entry of some data.

The Harrises had also purchased Dell Axim PDAs (personal digital assistants) for Gary and Belinda Covington, Project Coordinator for Uwharrie Lakes Builders, so they could more easily schedule appointments for each other and check for any conflicts whether they were at the office, job site, showroom, or at home. Getting the Axims to communicate with Microsoft Outlook calendars through the server, however, turned out to be quite difficult.

That’s when Gary and Jean turned to Profit/CS for help with tuning up their technology operations.

“Gary heard about Profit/CS on the radio,” says Jean Harris. “He talked with a few other people, but really appreciated the process that Dave Griffin outlined for making sure we would get the right solution, and at a reasonable cost.” Harris explains, “The first thing Profit/CS did was to sit down and talk with us. They asked us how we do our work, and looked at the technology we had already invested in. Then they put together a strategy to use our current systems better, and minimize any new hardware or software purchases.”



Belinda Covington elaborates, “They not only set up our server network so we could use our PDAs at remote sites, but they also helped us use our estimating and accounting software much more effectively.”

Jean Harris agrees. “We had been having so much trouble getting our accounting software vendor to provide any support, we were considering starting all over with another application, which would have been very expensive for us. We showed both software packages to Profit/CS. They got us to go through our entire billing process, which included a lot of double-entry and logging expenses by hand. We felt sure we could save a lot of time if we could just get the accounting software to work the way we needed it to.”

Profit/CS designed a template and methodology for transferring data from the estimating database to the accounting database. Then they developed a tutorial for the accounting software and trained Jean and Belinda how to use all the features that would make their jobs easier and ensure accurate billing and payments for their clients and contractors.

In addition to the mobile network project and workflow process improvements, Profit/CS provides ongoing maintenance and support to Uwharrie Lakes Builders. With remote access to Uwharrie’s server, Profit/CS can run regular back-ups and perform other maintenance outside of normal business hours, avoiding interrupting business operations. Profit/CS can also perform trouble-shooting remotely, avoiding the delay and expense of driving to Uwharrie’s office.

**“Profit/CS has saved us so much money and time,” says Jean Harris. “Everything is humming away now. Having them do ongoing maintenance gives us peace of mind, and being able to call them and get help quickly without their having to make a trip out here is wonderful. They’ve had a positive impact on our stress level as well as on our business.”**