



Stewart Brothers Drilling Co. Gears Up for Continued Rapid Growth

Stewart Brothers Drilling Co. sought an IT provider to upgrade their aging accounting system and implement a new hardware platform. After more than 60 years of cyclical business, the family-owned company was in a period of rapid growth. They feared losing historical data if they had a system failure, and they knew they needed a system that could expand as quickly as their business was growing.

When they chose techVisions, a Microsoft® Gold Certified partner, to perform the installation and upgrade, a strong business partnership was forged. The Microsoft Dynamics™ GP system techVisions put in place provides Stewart Brothers with dramatically improved performance and rapid access to powerful information such as field deployment costs by project. techVisions continues to provide Stewart Brothers with above-the-bar valuable customer service and timely, expert technical support.

Situation

A third-generation family-owned business in the Southwest, Stewart Brothers Drilling Co. provides drilling services to companies in the oil and gas, mining, water production, environmental-protection, and other industries. For more than 60 years, the company has successfully weathered the ups and downs of some highly cyclical industries. Stewart Brothers credits its success to a commitment to high-quality service and a healthy dose of business savvy. Recently, however, the company has experienced rapid growth. Over the past two years, revenues have surged 80%, and the business has grown to 80 employees from 50. Company president Steve Stewart expects that growth to continue for the foreseeable future.

Stewart Brothers had been using a Great Plains accounting system since the 1980s. The system ran on an Apple Macintosh platform and provided the general accounting functionality and information the company needed. But the system was showing its age, and Steve Stewart was growing concerned that any breakdown could be catastrophic for the company. In addition, the software was no longer supported, which made resolving system issues difficult and didn't allow Stewart Brothers to take advantage of upgrades, new technologies and new functionality.

As a result, the company decided to replace the Macintosh hardware with PCs and install a newer, more robust financial management system that

could provide stability and additional information while accommodating Stewart Brothers' future needs.

Solution

As a family-owned firm, Stewart Brothers prides itself on providing friendly, high-quality service — and expects that same commitment from its vendors. The company had previously worked with a local IT partner but wasn't satisfied with the customer service received. Stewart had heard of TechVisions and called on the firm to perform its system and software upgrade. "techVisions had been knocking on our door for some time," he says. "We knew they were good, so we asked them to take on the project."

techVisions evaluated Stewart Brothers' business goals and pulled together the necessary resources to perform the hardware design, as well as hardware and software implementation and configuration. The deployment took approximately three weeks and went as smoothly as expected, according to Stewart, in large part because of techVisions' dedication and experience. "This was a pretty substantial upgrade," he says. "But techVisions has some very knowledgeable folks. They have a lot of technical expertise in software and are very solid in accounting and business practices.

They did a great job of it."
techVisions implemented Microsoft Dynamics GP

9.0 as Stewart Brothers' accounting solution. The system provides plenty of power to accommodate current and future needs. "The quality of the Dynamics GP product is truly outstanding," Stewart says. "It's fast, intuitive and easy to use." The company's accounting staff uses the system to tackle typical accounting functions, such as General Ledger, payroll processing, weekly direct deposits to employees' accounts and generating vital business reports.

The Dynamics GP system also provides Stewart and other company executives with timely information that the company's previous system wasn't capable of providing. For example, putting people and equipment into the field is highly capital extensive. Now Stewart can easily track field personnel, income and project expenses — allowing him to see at a glance if the performance of a specific project is consistent with expectations.

Benefits

In addition to a robust, information-rich accounting system and leading-edge infrastructure, TechVisions also provides Stewart Brothers with:

Timely, accurate support that saves time

As a system user, Stewart sometimes has questions or needs technical support. But with a business to run, he doesn't always have time to search for answers. So he often turns to TechVisions' senior consultant Ellen McNabb, CPA, who quickly provides the expertise needed. "Everyone at techVisions is very knowledgeable and pleasant to deal with," Stewart says. "If they don't know the answer, they know where to search it out and get it to me. Or, if it's more complex, they'll come over here and straighten it out for us."

Knowledge of small business needs

Stewart appreciates the fact that techVisions is committed to helping businesses like his get the most from their accounting solutions. "The folks at techVisions are not just software people," Steve

says. "They know the nuts and bolts of the business and what their software can accomplish, because they're using it to run their own business. They have a knack for identifying the information small businesses need — and then getting that information out of the system."

Top-notch customer service

According to Stewart: "techVisions' customer service is absolutely outstanding; I can't say enough about it." He cites a recent example of how techVisions helped his company resolve a thorny billing issue. Because of a mailing mix-up, Microsoft never received a check Stewart Brothers had sent in to renew its Microsoft Dynamics GP service plan. This could have caused Stewart Brothers to lose access to technical support, system upgrades, product enhancements and more. But Angela Barela, techVisions' client relations manager, took charge of this confusing issue, made sure Microsoft received its payment and, more importantly, ensured that Stewart Brothers' service plan enrollment remained current. "Angela really went out of her way to straighten out a mess that we had made," Stewart says. "That's typical of the service we receive from techVisions."

Stewart concludes: "I've never had a vendor relationship with a company that has provided as high quality service as techVisions."

About techVisions, LLC

techVisions is a technology and business consulting firm with headquarters in Albuquerque, New Mexico. The firm's VISION consulting approach is designed to improve business performance through faster and more organized access to information, to reduce costs and increase profits while allowing operations to run more efficiently, and to put an organization at the leading edge of the information technology curve. techVisions powers your business vision! You can learn more at www.poweringyourvision.com or by calling 505-314-2500.