

Firm Saves Money with Results CRM

Case Study: Computer MD

CUSTOMER

Computer MD

INDUSTRY

IT Consulting

FOUNDED

2003

KEY CRM NEED

Needed to save time handling administrative tasks such as invoicing

RESULTS PRODUCT

CRM Business Suite

ABOUT COMPUTER MD

Computer MD was founded in 2003 as a business and information technology consulting firm. The company serves home-based businesses, non-profit organizations and small to medium business networks. They provide a holistic approach to IT management.

BUSINESS CHALLENGES

Time Consuming Tasks. Computer MD needed to save time on administrative tasks such as time-billing and invoicing.

Information Centralization. Not only did Computer MD need CRM features, they needed Business Management software to help automate tasks and provide metrics for the company.

Project Management. Computer MD needed to have easy visibility into the ongoing projects being worked on for their customers. They needed to manage pre-paid service hours and the resource assignments to the various project tasks.

WHY RESULTS?

Save Money. Computer MD was on the verge of hiring an Administrative Assistant. Since Results can do everything that the administrative assistant was going to complete, it paid for itself within weeks.

Automatic Invoicing. Time-billing makes invoicing easy. With integrated information, invoicing is no longer a chore and can be completed with a click of a button.

Improved Cash Flow. After a job is complete, Invoices are often printed at the customer site, allowing many clients to pay on the same day of service.

FAVORITE RESULTS FEATURE

Computer MD uses the Mass Invoicing feature to automatically generate invoices from completed billable activities. Invoices can be created and printed before the technician leaves the client site. Mass Invoicing not only saves time but it saves money by making sure all billable activities are accounted for and that no billable hours are forgotten.

ID	Display Name	City	State	Activities	Inv ID	Inv Amt	Tax Amt
1025	Carter, Lauren (Carter and Co.)	Miami	FL	1	view		
1019	Jackson, Greg (Elexior Home Solutions)	Miami	FL	1	view		
1034	Sample, John (Army Corp of Engineers)	Knoxville	TN	1	view		
1041	Smith, Sally			1	view		

"Results software can do everything that I was going to hire an administrative assistant to complete, saving me time and money."

David Wren, President
Computer MD