

# From Fragmented to Unified: How ADA Reduced Data Entry and Gained Comprehensive Visibility

## PROBLEM

The Adaptive Driving Alliance (ADA) is a collective of vehicle modification dealers nationwide specializing in van conversions, wheelchair lifts, and various adaptive equipment tailored for seniors and individuals with disabilities. Facilitated by a federal contract, equipment requests prompt ADA to initiate competitive bidding from dealers for the requested items. The organization needed software that would unite the siloed databases, provide a centralized view of operations, and reliably forecast upcoming orders.

## WHY RESULTS?

After multiple unsuccessful launches with several well-known vendors, ADA found itself on another quest for the perfect CRM. During this period, they were pleasantly surprised to learn that Results, a desktop solution they had relied on for several years, was now available as a cloud-based solution. The new version of Results was even more robust than the previous desktop version ADA had been using. The updated Results provided all the features they needed, including QuickBooks Integration which would eliminate manual data entry. ADA noticed a distinct contrast in how Results handled client concerns and valued the personalized approach, responsiveness, and support provided by the Results team.

## SOLUTION

Results enabled ADA to consolidate multiple databases into a single system. Results provides a comprehensive overview of all operations and users can also delve into specific details, as needed. With enhanced forecasting capabilities, ADA can now accurately anticipate future orders. Leveraging projects and task assignments, ADA automates processes and ensures smooth operations.

## AT A GLANCE

### Results Solution

*Business Suite*

### Industry

*Contracting*

### Number of Users

4

### Integrated Apps:

- QuickBooks
- Outlook

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Each of our users has a unique way of operating, and Results allows us to tailor our screens to display information according to our specific job requirements.

My screen doesn't have to mirror anyone else's because what I need to see for optimal performance varies from other roles within our organization.



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## BENEFITS

### Project and Task Management

ADA utilizes projects to foster collaboration between VAs, dealers, and veterans, streamlining coordination efforts. VA coordinators can easily assign tasks within projects, minimizing email clutter and ensuring seamless communication. This approach provides clarity on open projects and facilitates accurate work forecasting. ADA benefits from the efficiency of automating task assignments with Results, by using workflows and automated processes. Task Boards enable quick and intuitive visualization of pending tasks and overall project progress.

### All-in-one Solution

ADA previously managed operations within two separate databases and manually updated QuickBooks Online with financial data. By introducing Results, an all-in-one solution, they have eliminated triple data entry, which has saved time and reduced the risk of errors. All facets of operations are now managed within the Results database, facilitated by the seamless bi-directional integration between Results and QuickBooks. The powerful integration ensures that data updates occur regardless of which system was initially used for data entry.

### Improved Forecasting

Results enables ADA to accurately forecast the demand for their services and products, and anticipate the volume of purchase orders required to fulfill upcoming projects. Detailed insight empowers ADA to make informed decisions, optimize resource allocation, and proactively address any potential challenges or opportunities in their operations.

### Comprehensive Visibility

Results provides insight into operations from a single system, avoiding the need to navigate through multiple scattered apps. Results users can delve into details as necessary. Being cloud-based, information can be accessed on a phone, tablet, or computer, providing flexibility and convenience.



## MOST VALUABLE RESULTS FEATURE

### CUSTOM FIELDS

ADA uses custom fields to track unique information that was previously tracked in multiple separate databases. The centralized data empowers VAs, dealers, and suppliers with a comprehensive and streamlined view of contracts.