Case Studies and Testimonials
Integrity IT, Milburn, New Jersey

Used Equipment Reseller

Integrity IT Jordan Wolfe, Owner and ASCDI Board Member,
Hugo Raasveldt, Owner and SUN Guru

Our IT reseller enterprise specializes in providing secondary market solutions and products from Multiple Manufacturers such as Sun Microsystems, HP and IBM.

Number of employees (4)
Prior System QuickBooks

After years of working for GE and SUN Micro Finance in the remarketing of their off lease IT products, we started our own company using QuickBooks. Although we were told 80% of small businesses use some form of QuickBooks it became apparent in a very short period of time that QuickBooks simply could not handle the inventory side of our business as well many of the unique attributes of the used equipment business. Basic questions were hurting us such as Where did we buy it? What is left to purchase for specific deals? If we sold parts out of a system how do we track the remaining parts and their values? What was the status each of transaction?

Reasons for changing to IQ reseller

1. **Inventory Management**

   The IBM and SUN Micro machines we work with rarely are sold in the same configuration they are purchased. The Part removal, Breakdown and Build-up features allow us to remove parts, move costs and track what serial numbers came from what machine and vendor for warranty purposes. Build-up shows us how many machines we can build-up from the parts we have in stock based on the system part number. In addition the build-up shows the full cost of the parts that went into that machine.

2. **Reducing Administrative Time**
   Tracker was developed by people who were in our business so it's is designed with the correct work flow. It forces a reliable repeatable pattern of activity enabled by a systematic organization of resources and defines each of our roles. One person can easily jump into a transaction at any point in the process or conversely each individual can do their assigned jobs with minimal interruptions of the others.

3. **Substitutes and Alternates**
   SUN uses X option part numbers interchangeably with 7 digit part numbers. In addition SUN uses third party manufacturers of product like Seagate, Fujitsu who pace their own part numbers on SUN product we needed a way to identify what parts are substitutes for each other and the stock levels in plain view without looking up 10 different part numbers each time someone asked for something.

Did IQ reseller deliver what you expected?
Yes it did, I cut my administrative time 50%. I was spending 80% of my day for administration, that decreased to 40% within thirty days of implementing IQ reseller into our organization.

Was the conversion off of QuickBooks difficult?
While it was a daunting proposition, once we actually got into the process of converting we were able to execute over July 4th weekend 2006. With IQ reseller staff member, Judy Hekel's help prior to the actual data conversion, we were able to plan exactly what our business needs were, set up all of the necessary Customer documents, General Ledger Accounts and Financial Reporting needs with relative ease. **We were up and running on our target date**.

At our previous employer Hugo and I were involved in an extremely challenging, four million dollar Oracle conversion. It took months, was painful, and needed hundreds of man hours to complete. The worst part was that after the customizations we required to handle our unique business model, we were unable to make changes later to the workflow without spending hundreds of thousands of dollars for the upgrades needed to make the changes.

Any unexpected benefits you would like to talk about?

When we added an administrator to our company I was worried how long it would take her to get up to speed not only in respect to our business model but learning how to use the IQ application as it is a custom designed application.   What we found was because of the process steps built into tracker the system actually helped teach her our business.

Would you recommend IQ Reseller to others ?

I believe I am already responsible for convincing several companies not only here in the United States but in Europe to switch over to IQ reseller.   IQ reseller has allowed me to spend more time building my business and less on administrative work. The net result is my business grew 20% in 2007.