

PIC ENERGY GROUP

Solution Overview

Industry

High-Tech Professional Services

Microsoft Business Solutions

Partner

ePartners, Inc.
Atlanta, Georgia, USA

Scenario

Timely, accurate information is vital to PIC Energy Group because the company works on many critical projects for customers. PIC Energy Group searched for a financial solution that could properly track and report on projects while easily integrating with other systems.

Company Profile

PIC Energy Group offers a full range of energy services that span a project life cycle. They have executed more than 2,500 projects in more than 75 countries.

Benefits

PIC Energy Group managers now see detailed, Web-based reports while the finance and sales teams are able to produce more with fewer people.

Software Used

Microsoft Business Solutions—Great Plains

- Financials
- Inventory and Order Processing
- Project Management
- Human Resource Management
- Customization Tools

WennSoft Service Management
Microsoft Windows® 2000 Server
Microsoft SQL Server™ 2000

Demographic Information

Annual Revenue: \$80 million USD
Number of Employees: 1,060
Number of U.S. Sites: 2
Number of Users: 25
Transaction Volume: 3,000/month
International Sites: 6

Migrated from Data Modes

PIC Energy Group works on mission-critical projects for clients, so the need to access financial, project and service information quickly and accurately is vital. By implementing Microsoft® Business Solutions—Great Plains®, PIC Energy Group now has a solution that integrates easily with both new and legacy systems and allows employees and customers to view the information they need in a timely manner.

PIC Energy Group, headquartered in Marietta, Georgia, provides services to the energy industry in a variety of areas, including: operations and maintenance, field services, technical services, consulting services, and energy procurement and construction. PIC Energy Group supplies clients with a wide variety of services, anywhere from providing a single engineer or technician for short-term staff augmentation to assembling entire construction, startup and operations teams for long-term projects. By focusing on partnering with customers on projects, PIC Energy Group is able to reduce project costs and increase customer profitability.

Looking for a Quick and Accurate Solution

PIC Energy Group operates several distinct lines of business and plans to expand into new sectors of the energy industry. The complexity of the company's operation steadily increases. The business processes for each line were already complex because each utilized five or more of the company's 15 active databases. PIC Energy Group often responds to power outage situations for customers, so the ability to accurately and quickly deal with a customer request is critical to avoid impacting local facilities or power grids.

With a small IT staff, PIC Energy Group relies heavily on the expertise of its Microsoft Business Solutions reselling partner, ePartners, Inc. Working together, they created a solution tailored to the needs of PIC Energy Group.

Improved Reporting for Everyone

Microsoft Business Solutions—Great Plains gives PIC Energy Group the robust functionality and flexibility the company needs in a business solution. Now PIC Energy Group places more highly-skilled personnel at customer sites, responds faster to customer needs, and sees improved teamwork between the company and customers in resolving scheduled and unscheduled service needs. The ability of the solution to integrate with all systems and PIC Energy Group's standardizing on Microsoft products created a solid business application foundation for the company.

Using in-house expertise, PIC Energy Group designed custom Web interfaces, along with intranet reporting for employees and extranet reporting that allows customers to directly request service and view the status of projects and service calls. These innovations allow PIC Energy Group to maximize the speed, power and detailed reporting of the Microsoft Business Solutions implementation. For one

"We currently process 1,000 invoices and 2,000 timesheets per month with smaller payroll and accounts receivable staff. We would not be able to do this without [Microsoft Business Solutions] in place."

Scott Warren
Manager of Information Technology
PIC Energy Group

customer, PIC Energy Group tracks specific data for a machine with WennSoft Service Management while Microsoft Business Solutions stores and tracks the data. This level of insight enables PIC Energy Group to monitor overhaul requirements and proactively provide service schedules and plans based on customer needs.

Opportunities Abound

PIC Energy Group receives benefits from Microsoft Business Solutions on many fronts—the company processes more invoices and timesheets each month with a smaller staff. The sales team pursues significantly more sales opportunities than previously possible. Project managers receive detailed Web-based reports from the Project Management series, which allows for critical insight into projects. According to Scott Warren, PIC Energy Group manager of information technology, "About 95 percent of our business runs through Project Management, and we'd be lost without it."

Microsoft Business Solutions benefits PIC Energy Group with increased efficiencies and cost savings to the company. As the organization continues to integrate its business systems—and the more proficient employees become with the solution—it expects to see additional productivity improvements.

For more information about Microsoft Business Solutions, visit www.microsoft.com/BusinessSolutions

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