

rinehimerbaker Success Story

Sage Intacct Customer Profile

Customer: Jupiter Tequesta Air Conditioning, Plumbing & Electric, LLC

Website: www.jupiter-tequesta.com

Location: Jupiter, FL



Customer Profile:

At Jupiter Tequesta Air Conditioning, Plumbing & Electric Inc, (“JTACPE”) we understand that 100% customer satisfaction is the purpose of our work, not a by-product. Home or business comfort is the only reason we exist as an organization and we have made a company-wide commitment to do it better and more efficient than any other company in Palm Beach, Martin, and St Lucie Counties. We not only promise, but guarantee in writing that the services we provide to your home or business will be performed to your complete 100% satisfaction.

JTACPE with over 18,000 current customers is Palm Beach And Martin Counties most respected Home Comfort specialist, servicing the Plumbing and Air Conditioning needs of our clients throughout the area. We are the largest Maytag replacement dealer in the area. With a large service department we are able to handle your home comfort demands and emergency situations in “*the same day*”.

We offer fast 24-hour 7 day emergency service, 365 days of the year. Our patented Club Membership complete home comfort maintenance program ensures that all components of your homes Plumbing and Air Conditioning, Heating and Indoor Air Quality systems are functioning safely and efficiently.

At JTACPE, employees ensure our valued customers an experience that is second to none. We hold State & County licenses and are fully insured and bonded. Home or business comfort is the only reason we exist as an organization, and we have made a company-wide commitment to do it better and more efficient than any other company in Palm Beach, Martin, and St. Lucie counties. At JTACPE we understand that 100% customer satisfaction is the purpose of our work not a by-product. JTACPE provides HVAC, Plumbing, and Electrical Services in Jupiter, West Palm Beach, Palm Beach Gardens & the surrounding areas.

Project Description:

JTACPE previously used QuickBooks to maintain their accounting general ledger, accounts payable and accounts receivable. JTACPE also used Service Titan as it’s POS system and Service Titan was fully integrated with Quickbooks. JTACPE used Quickbooks Enterprise which was hosted in the Cloud. On occasion, Quickbooks Enterprise would crash and a backup would be required to restore. One day, Quickbooks Enterprise crashed and JTACPE was unable to restore the backup. rinehimerbaker worked diligently to implement Sage Intacct with a full Service Titan integration. This was the first integration completed by Service Titan and Sage Intacct.

Client Perspective:

"As a CEO, for a fast growing trade services company I rely on my financial system to make quick and important decisions. There were times when Quickbooks Enterprise would crash and we would spend days restoring the information. Not only was it lost time and resources, but we lost the ability to make informed decisions. Now that we are on Sage Intacct we have better visibility as to how our business is performing. We are very pleased with the overall performance of the Sage Intacct – Service Titan integration." – Matt Kuntz, Chief Executive Officer

Key Requirements:

- Facilitate real-time visibility into JTACPE and company financial status through the use of real time, dashboards and integrated reporting.
- Improved financial controls capabilities through customized user permissions.
- Prevent loss of data.

Key Challenges:

- Quickbooks crashed, backup was corrupted and data was lost.
- It was the first integration between Sage Intacct and Service Titan.
- Financial controls were manual due to the lack of capability within Quickbooks.
- Accounts payable processes were manual and time consuming.

Key Outcomes:

- A smooth integration between Sage Intacct and Service Titan.
- Delivered real-time status to stakeholders facilitating strategy decisions.
- Scalable financial management solution to grow.
- No risk of loss of data.

About rinehimerbaker, llc

rinehimerbaker, llc is a leading accounting firm and technology consultant serving growing businesses in Florida and throughout the Southeastern United States. We formed rinehimerbaker for entrepreneurial owners and managers who want to achieve more, faster. A partnership with rinehimerbaker will deliver less stress, more time, better accounting and greater results. At rinehimerbaker, we continually work to understand your business enabling us to help you move faster and with greater clarity when opportunities and issues arise. rinehimerbaker is your trusted accounting partner with the expertise and resources to improve results and provide peace of mind. Learn more about rinehimerbaker at www.rinehimerbaker.com.