



E X P R E S S

INFORMATION SYSTEMS

Case Study:

Protect America

Background

Since it was founded in 1992 Protect America has been selling, installing and servicing state of the art home security systems. They have become one of the fastest growing security companies in America with customers coast to coast. Protect America has provided service to over 200,000 families nationwide and is ranked in the Top 10 of residential home security systems installations.

Situation

With a business model is based on volume and 3 separate billing cycles for over 200,000 accounts their system had maxed out. They had to begin performing so much manipulation outside of the system it became a concern. They feared that their current billing solution would not be able to handle their continuously growing volume and that customer billing would become negatively impacted and begin to cause customer satisfaction issues. Thus began the search for a solution that could handle heavy transaction volume.

Solution

When they started their research they soon realized they were in need of a complete solution. One that would fully integrate with all aspects of their business, from service management, to billing with credit and debit cards, contain account functionality and manage financials. Microsoft Dynamics GP (formerly Great Plains) had exactly what we needed and Express Information Systems helped them to first visualize how it would positively benefit their organization and then implemented the system to begin streamlining efficiency.

Results

With GP in place they were able to comfortably push 70,000 plus transactions during each billing cycle overnight. Their payments are fully automated with our credit card transactions, debit accounts and customer bank accounts. They now have the reporting that was needed to manage their business proactively rather than reactively.

“We implemented our solution in record time and under budget. Express had the expertise to guide us through our implementation utilizing many of our own resources which really helped us to understand our solution at a much deeper level. Now the “mad scramble” associated with our billing cycles no longer exists. Our accounting and billing engines are running smoother than ever which allows us to focus on the customer.” – Kris Clauson, IT Director