

“Harron Communications is a complex company in a complex business environment. SystemLink is uniquely qualified to provide them with the service and support they needed to ensure a successful outcome.”

Dave Beck
President,
SystemLink



SystemLink Provides Clear Channel Reporting for Harron Communications

Opening doors to communications and entertainment, Harron Communications, L.P. provides a wide variety of services to more than 200,000 subscribers in nine states, doing business under the brand name of MetroCast. As the leading provider of Digital Television, High Speed Internet, Digital Phone and Business Services they serve various communities in the states of New Hampshire, Maine, Connecticut, Pennsylvania, Maryland, Virginia, Mississippi, Alabama and South Carolina. Providing superior customer service and technical support along with state-of-the-art technologies and advanced service offerings, Harron Communications has driven customer loyalty in all regions.

Fuzzy System Reporting Brings Communication Down

Doing business in so many states, Harron Communications naturally required a software system that could handle a large amount of data and reporting. In order to manage multiple locations and projects, in addition to tracking and comparing money spent on developing cable systems, Harron found that they weren't using their system, Sage Accpac ERP, to its fullest potential. “We were in the process of acquiring new cable companies and needed better reporting, as well as some additional modules in order to get the information we required,” recalls Lynn Earl, Sr. Director of Financial Information Systems. “We also needed someone who could come in and clean up our system and train our staff.” Lynn looked to Sage for help and she was provided with a list of those who had experience with Sage Accpac, and that's where she found SystemLink. “My first impression was that they were very knowledgeable in regards to business and Sage Accpac,” remembers Lynn, “and they displayed a unique level of experience with large companies such as ours.”

SystemLink Establishes Clear Connections

“The first thing we needed to do was implement the Sage Accpac Project and Job Costing Module,” reflects Lisa Curl, Executive Consultant for SystemLink. “This was especially complex because they had multiple projects which needed to be tracked using specific requirements.” Harron

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Information Systems
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also needed to be able to have the newly acquired companies inventory and project and job costing data transferred to their system as well as train all of the employees from our various locations." Not only was Systemlink able to do this seamlessly but Lynn recalls "The transition went extremely well. The training they provided was excellent and they really knew what needed to be done in order for us to be more effective."

Additionally, Harron needed to be able to get reporting data out of their system easily. While they had been able to input the data into the system, they didn't have the proper reporting tools in place to pull it back out in the format that they required. Lisa reflects, "We were able to streamline this for them so that they didn't have to export and sort information separately, but instead could have the system run the analytics for them with the touch of a button." Reports that would have previously taken days to compile can now be run in as little as 5 minutes, and Harron is able to see project costs and comparisons instantly. Lynn recalls, "It's more than just saving us time and money, but it's giving us the information we need to be able to see our company, projects, and spending as a whole."

Of the service and support provided by SystemLink Lynn said, "From the setup of the Project and Job Costing module, an inventory and purchasing module implemented at almost all of our locations to the training of our employees – everything went so well. Their consistent service and extensive product knowledge ensures that we always get the most out of our system. We really couldn't ask for more."