

## Case Study: The Knopke Company

### The Challenge

The Knopke Company, a company providing mechanical system installations and service to Midwest clients—such as Best Buy, McDonalds and Cheesecake Factory—faced a dilemma. After purchasing the company in March 2002, President Mark Knopke was chomping at the bit to grow the business. He wanted to increase the number of field technicians and revenue, but an outdated software system stagnated progress by creating excessive paperwork and requiring manual data entry. “We were entering purchase orders into a spreadsheet and then manually matching the orders up with jobs. Then, payroll was added into the equation. It was difficult to keep track of everything,” said Knopke.

Furthermore, the legacy system served the company's former specialty of construction equipment rather than its current service work focus. Having prior experience with converting to a new software system and understanding the ROI value of having the most effective solution, he plowed ahead to finding an ideal application for Knopke Company – one that would give his company access to real-time job information and the ability to enter information once and see it reflected seamlessly throughout the system – from accounting to the dispatch board.

### The Solution

After meeting with several software companies, Knopke Company selected Data-Basics' SAM Pro Enterprise solution. “One of the great things about SAM Pro is that all modules are fully integrated, which would allow us to access information quickly from the service contracts, dispatch board, payroll, billing and purchasing modules in just a few clicks.” said Knopke. Not only that, but the system is designed for the service industry and is unified with construction billing.

#### Company

The Knopke Company  
Kansas City, MO

#### Vertical Industries

Mechanical contracting

#### Country/Region

Midwest United States

#### Solution

SAM Pro Enterprise implemented by  
Data-Basics Software Solutions

#### Solution Description

Integrated software application  
providing real-time access to service  
contracts, dispatch board, payroll,  
billing & purchasing information

The Knopke Company implemented Data-Basics' SAM Pro Enterprise by working closely with Data-Basics alliance partner Data-Basics Software Solutions beginning in October 2002. After a successful testing period, the system went live in January 2003.

## Results

"It's amazing what having access to integrated job information in real-time and automating manual processes can do for a business," said Knopke. The Knopke Company has efficiently increased its number of field technicians from 13 at the time of software implementation to 22 currently. And, there was no need to hire additional overhead personnel to accommodate the new technician volume.

SAM Pro Enterprise has allowed Knopke Company to eliminate a large amount of paperwork, as it previously took three weeks to send an invoice out to a customer once the job was complete. Knopke Company now completes the task within one week, which significantly improves the company's cash flow. "We definitely wouldn't be able to handle the paperwork load without the software. SAM Pro has been a critical component in our growth and in our ability to serve our customers," said Knopke.

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