

## Case Study: Vector Industries

### The Challenge

Vector Industries, a Canadian holding corporation comprised of 10 refrigeration and heating companies, including Gateway Refrigeration, has experienced dramatic growth since the late 1990's as it continues to acquire new companies. Having laid its foundation in 1968, Vector Industries was well-established but had outgrown its previous service management software system.

"We needed the ability to consolidate all of our data at headquarters and run the entire company at optimal efficiency," said Lora Lee Peaslee, controller, Vector Industries.

### The Solution

Vector Industries chose Data-Basics' SAM Pro Enterprise solution after evaluating several other service management and accounting applications. The system's seamless integration, reporting and service management features, as well as its scalability played a major role in Vector Industries' decision. The company implemented SAM Pro Enterprise's service management, job costing, purchasing and back office accounting components in January 2003.

Added Peaslee, "SAM Pro met our needs with extended service management and reporting capabilities and a central server to connect all of our operating companies."

### Results

Since implementing SAM Pro Enterprise, Vector Industries has fully integrated its service management and back office departments. The company has standardized its processes across all of its operating companies and eliminated widespread discrepancies in critical reporting. Also, all financial data is now

#### Company

Vector Industries  
Edmonton, Alberta

#### Vertical Industries

Refrigeration and Heating

#### Country/Region

Canada

#### Solution

SAM Pro Enterprise implemented by  
Data-Basics

#### Solution Description

Integrated software application  
providing real-time access to service,  
job costing, purchasing and back office  
accounting information

consolidated, which allows Vector Industries to track and account for all costs throughout the billing process. For example, labor costs are now automatically attached to work orders. "Our margins have increased because our ability to bill and track costs has improved tremendously," said Peaslee. "Nothing falls through the cracks anymore."

A central server now connects all operating companies, allowing headquarters personnel to tap into a specific company's system and monitor or walk them through problems in real-time.

Stemming from its success with SAM Pro Enterprise thus far, Vector Industries plans to implement the Escalation Manager and ReportAnywhere tools by January 1, 2005. Escalation Manager automates and controls work order management by triggering a series of alarms and designating actions to be executed. ReportAnywhere automatically generates detailed reports according to pre-determined parameters and delivers them to designated personnel via e-mail or fax. The company also has future plans to install an inventory-tracking tool.

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