

# NEWS RELEASE



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## **CTS Services Selects Data-Basics for Integrated Software Solution**

### ***Mechanical contractor chooses SAM Pro Enterprise to unite business***

**CLEVELAND** — CTS Services, a mechanical contractor performing commercial installation and service work, has selected Data-Basics' SAM Pro Enterprise software for its dispatching, service management, accounting and job costing needs. Data-Basics, a leading provider of enterprise applications for the service and facilities management industries, will implement its signature software at CTS Services in the coming months.

CTS Services ([www.ctsservices.net](http://www.ctsservices.net)) is a full-service mechanical contractor providing services to owners and managers of commercial facilities, communication facilities and mission critical facilities in Maryland, Virginia and Washington, D.C. The firm's selection of SAM Pro Enterprise comes after an extensive search for software to fit the unique facets of its business.

"We're not just an installation company and we're not just a service company. We do both," said Steve Wells, president of CTS Services. "SAM Pro fits both since it's not construction software trying to handle service or service software trying to handle construction."

The company plans to implement much of the accounting and service management software tools in SAM Pro Enterprise. In addition, Web-enabled and wireless field service components – CRMAnywhere and TechAnywhere respectively – are slated to be implemented once SAM Pro Enterprise is up and running.

However, it was another technology developed by Data-Basics that tipped the scales in favor of SAM Pro Enterprise: Rules-Based Management. As a key feature of SAM Pro Enterprise, Rules-Based Management proactively manages routine activities and enforces a fixed set of rules to help streamline and automate the service workflow. The technology is present throughout the software and is accessible to end users via the Escalation Manager component.

According to Wells, “Escalation Manager was a big part of the decision making process. Over time, the Escalation Manager will have the biggest impact on CTS.”

**About Data-Basics Inc.**

Data-Basics ([www.databasics.com](http://www.databasics.com)) is a leading provider of enterprise software solutions for the service, construction and facilities management industries. Offering a fully integrated system, Data-Basics helps companies plan and track enterprise-wide activities in real time while managing data in a customized, secure environment. Based in Cleveland, Ohio since its establishment in 1974, Data-Basics has a growing network of dealers and offices throughout North America.

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