

# NEWS RELEASE



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## William A. Harrison Selects Management Software from Data-Basics

*Leading Trane® rep to Arkansas signs on for SAM Pro Enterprise, a business-wide service management software solution*

**CLEVELAND** — Data-Basics, a premier provider of service management software to the HVAC industry, announced the addition of Arkansas' leading Trane representative, William A. Harrison, as a client. The HVACR firm selected Data-Basics' SAM Pro Enterprise software to unify its accounting and service management operations under a single, enterprise-wide software package. ([www.databasics.com/sampro](http://www.databasics.com/sampro))

William A. Harrison ([www.tranearkansas.com](http://www.tranearkansas.com)) has provided state-of-the-art HVAC equipment, parts, service, controls and system design to central and western Arkansas since 1983. Seeing the need to streamline operations, the company decided to replace separate accounting and service management software systems with SAM Pro Enterprise.

“We have a ton of spreadsheets that we use to manage the business,” said Frank Mayfield, vice president of operations at William A. Harrison. “It’s a little bit like having two watches in that you never really know what time it is. Being able to join our accounting and business information will provide a unified look at the business.”

The technology at the core of SAM Pro Enterprise – helping to enable system-wide integration – is known as Rules-Based Management. This technology proactively manages routine activities and enforces a set of rules to help streamline and automate the service workflow. It does so by enforcing predetermined rules that engage a series of alarms for action when things do not go as planned.

William A. Harrison also plans to implement SAM Pro Enterprise’s TechAnywhere 2.0 and CRMAnywhere software components as part of a phased rollout of the software. These components enable wireless work order access to field technicians and Web-enabled work order access to clients, respectively.

Even without these add-ons, the company realizes that the biggest improvements will come from having a fully integrated accounting and service management software system.

According to Mayfield, “we wanted a native accounting and business information system and not a marriage between two packages. We found that with SAM Pro Enterprise.”

#### **About Data-Basics Inc.**

Data-Basics provides field software, work order software, service dispatch and service management software solutions to automate the field service, dispatching, accounting and other operations for facilities maintenance, HVAC, construction and other selected industries.

#### **About William A. Harrison, Inc.**

William A. Harrison, Inc. is Trane’s primary representative to central and western Arkansas and has been selling heating, air conditioning and ventilation products since 1983. As an active member of the American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE), Building Owners and Managers

Association (BOMA) and US Green Building Council (USGBC), Trane Arkansas has established itself as a regional leader in the industry. With offices and parts centers located throughout the state, the company is positioned to fulfill its mission of offering superior service to its commercial and industrial HVAC customers.

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