



PREVIOUS SYSTEM MOVE MAGIC

INDUSTRY MOVING & STORAGE

“OUR DRIVERS CAN GET PAID FASTER WHICH THEY LOVE”

“MOVERS SUITE IS VERY USER-FRIENDLY”

BACKGROUND

Daniel's Moving & Storage Inc. (www.danielsmoving.com) is a full-service agency that provides packing, crating, protected storage and local, long distance and international transportation services. Their company goal is to achieve 100% customer satisfaction, every job, every day and be the innovative leader delivering the finest services worldwide. With impending growth within the company and a need to enhance efficiencies, improve automation, and increase integration, DMS began to realize that their current software was not going to be able to grow with them. With that being said, DMS chose to partner with EWS MoversSuite to handle their software needs. Since implementing MoversSuite in 2013, DMS has enhanced their overall efficiency, adding four new locations without having to increase the amount of back office staff.

RECOGNIZING THE PROBLEM

Prior to implementing MoversSuite by EWS, Daniel's Moving & Storage was using a combination of Move Magic and Great Plains to handle their software needs. One of the main issues that arose was the integration between both software systems, as Cathy Theriault, Vice President of Finance and Accounting stated, “There were times when Move Magic claimed they sent all of the revenue to Great Plains, but we would receive random payments, some as big as \$22,000, that were not loaded into Great Plains at all. This left us unable to trust what our software systems were telling us.” DMS also felt that Move Magic was limited in its growth capabilities, as well as specific functionalities such as the dispatcher, which was just too difficult to use. With a growing number of locations, and inter-company entries still being done manually, DMS was outgrowing their software system and they decided it was time to make a change.

MoversSuite

EWS

MOVERS SUITE BY EWS TO THE RESCUE

MoversSuite by EWS has helped Daniel's Moving & Storage better integrate, track, and manage their business. With MoversSuite, DMS now has a flexible software solution with greater capabilities that provides them with access to accurate, real-time information. Since implementing MoversSuite, DMS has been able to add four new locations, only adding two new dispatchers, as opposed to one per location with their old software system, and without having to increase their back office staff as well. With MoversSuite, DMS now has all of their inter-company entries completed automatically, compared to manually with their old software, saving them time and enhancing productivity. As a result of partnering with EWS, office staff as well as the drivers at DMS are much more satisfied, "MoversSuite is very user-friendly and comfortable to use, and our staff was able to learn the software very quickly and can navigate through the system with ease. Also, with the quick payment settlements, our drivers can get paid faster which they love." DMS is also able to find and access information within the system and are able to generate accurate reports that can be customized to their needs, which is a functionality they did not have with their previous software system.

BENEFITS

Since partnering with EWS and implementing MoversSuite, Daniel's Moving & Storage has been able to optimize and streamline their business in all aspects. One of the benefits DMS has realized is their ability to not only create and send out billings, but also the ability to track them once they have been sent out. As Cathy stated, "When it comes to billing, MoversSuite is able to generate very accurate, aesthetically pleasing invoices that can be directly emailed to our customers, which we can track within MoversSuite to ensure payment. This saves us a lot of time and work that would have had to be done manually otherwise." Another great benefit DMS has experienced is the dispatch board available

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in MoversSuite. With Move Magic, dispatching was far too difficult and some of their employees even refused to use the dispatcher. With MoversSuite, the dispatch board is very intuitive and gives DMS the ability to better manage and keep track of each move. Also, the flexibility and customizability of the MoversSuite software solution allows DMS to setup the system to their preferences, which allows them to better utilize the software overall.

CONCLUSION

Since implementing MoversSuite by EWS in 2013, Daniel's Moving & Storage has been able to grow their company while becoming more efficient at the same time. From the back office staff, to the drivers, to management, all employees of DMS are enjoying the user-friendly, easy-to-use, automated and integrated software solution that is MoversSuite. DMS is now running a more optimized operation with all functional areas of the business fully integrated. With MoversSuite, DMS has the confidence they can not only succeed in the present, but into the future as well.

ABOUT EWS GROUP

EWS Group was founded on a single question: How can a moving and storage business get accurate and real-time information that would help grow the business? Sounds simple enough but anyone familiar with the industry, its complexity and reams of paper knows it is a question easier asked than answered. In time, that answer came to be known as MoversSuite; the first genuine Microsoft® Windows® based move management software solution that has grown to be the leading enterprise software for the moving industry.

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