

Mission Critical Software that (Almost) Lasts Forever

FIRE COMMAND CO. INC.



BUSINESS SITUATION:

Fire Command Co. Inc is a Long Island based full service company providing customized sales, service, product installation and inspections of fire safety equipment, including extinguishers, alarms and sprinkler systems.

In 1992, Fire Command Co. came to InterSoft wishing to automate what was a manual process of scheduling equipment inspections. With manual scheduling, they always ran the risk of missing inspections and the liability associated with that.

APPROACH:

After looking at their business needs and current processes, InterSoft designed and developed a software system that would schedule not just inspections, but all work, including installations and repairs. It also managed the workflow process from work orders to invoices to interfacing with their accounting system. Data was sent to and retrieved from their accounting system so that customer balances are properly maintained and necessary information is available to the customer service department..

RESULT:

The new software system was highly efficient, improving quality, productivity and mitigating risk. Further, it eliminated the need for 1 1/2 full time employees.

In use for 23 years, as technology changed, the DOS based system was in danger of being no longer operational. InterSoft was retained to rewrite the system. Additional capabilities and features were reviewed with management and an updated, browser-based system was created. It provided for access to the software from anywhere, and included additional capabilities that provided more information and more history for the company – allowing them to be more efficient when dealing with customer service issues.

This new browser-based software system has been in use for over 2 years.

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InterSoft Associates is a software development consultancy that, for more than 30 years, has been developing innovative custom solutions that solve complex business problems. **We are proud of our 100% success rate, unheard of in the industry.**

For a complimentary consultation, please contact Hy Goldstoff, Founder and CEO

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