



Fairfield Maintenance Inc.

www.fairfieldmaintenance.com



At A Glance:

- **Company:** Fairfield Maintenance
- **Location:** Fairfield, NJ
- **Industry:** Distribution/Wholesale;
Services: Construction &
Contracting
- **Challenge:**
 - Previous business management software aging and out of date
 - Lacked real-time insight into business performance and field dispatch demands
 - Needed a business management solution designed for the Web
- **Software switched from:** VMS
- **Other software considered:**
Great Plains, Dynamix, SAP, MAS/90
- **Results with NetSuite:**
 - Made a seamless migration for one-third the cost of packaged software
 - Created a speedy, integrated workflow to complete sales and service orders faster
 - Improved inventory management

Fairfield Maintenance, Inc.
Petroleum Equipment Specialists

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*— Al Sisco, President
Fairfield Maintenance*

The Results:

When Fairfield Maintenance needed to replace an aging in-house accounting and operations software package, the environmental maintenance specialist turned to NetSuite. "We're using it for everything to run our business right now," says Al Sisco, president of Fairfield Maintenance.

After some frustrating attempts with previous solutions to implement a fully digital inventory management solution, Fairfield has made major strides towards a single-source inventory management and replenishment system. "NetSuite has really cleaned up our inventory issues," he says.

NetSuite's online reporting and analysis tools have made Sisco and his staff more knowledgeable about their charges, and have given him new ammunition to make better decisions about the direction of the company. "I set the dashboards up myself for the sales department and service and construction divisions," Sisco says. "Each person's dashboard was specifically designed for their role in the business, to show them exactly what they need to know to do their job."

"I find myself looking at my NetSuite dashboards and seeing numbers that I never really knew about before—it would have taken me a quarter to find out what was going on," he says. "Now, I can look at it any second of the day and get a good glimpse into what's happening with our business."

The Challenges:

For 55 years, Fairfield Maintenance has been supplying, building, and maintaining service stations, industrial facilities, and residences—just about anything with fuel storage. As business requirements on sales, construction, and service have evolved over the past ten years, the company's operational systems have not kept pace. "It was doing the job, but it was not keeping up with the times," Sisco says. The aging, Unix-based application required specialized attention but was delivering none of the new capabilities of modern software.

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Fairfield researched its choices but found many proposals outside the boundaries for a family-owned operation. "We looked at all the players and got some prices, but the numbers were coming back in the hundreds of thousands including implementation, and we would have had to update hardware and have on-staff IT to keep everything running smoothly," he says. "That didn't seem like a viable solution for us."

The Solution:

"We met with NetSuite and liked the fact that all of the updates would be done for us, and that we would have redundant backup which would be a lot more secure than anything we would have here," Sisco says. "And the price for the whole implementation was much less than the competition."

Fairfield had no trouble adapting NetSuite's sales flow to accommodate the big-ticket, approval-laden process required for the construction projects it takes on. "We generate a lot of special invoice items which have to be approved before a sale is made, so we created some additional pull-down menus on our forms. That keeps the order on our view, but doesn't place it in the completed orders list until a PO has to be generated for the approved job."

Instead of relying on an outdated software package and manual processes to take new opportunities from proposal to delivery, Fairfield's NetSuite users can work in tandem through automated processes to ensure that all orders are expedited in the system, meaning Fairfield loses less business through the cracks. "When our sales reps take an order, it automatically appears on our warehouse manager's dashboard, and depending on the sales order he can immediately ship it out, or pull it and let it wait at the counter," he says. "We like the real-time effect, because as soon as an order is generated—bang, it's out of the sales rep's hands and on to the next person who has to handle it."

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