



POSitive Technology

www.positivetechnology.com



At A Glance:

- **Company:** POSitive Technology is a leading provider of retail point of sale solutions.
- **Industry:** Computer/IT Services
- **Headquarters:** Germantown, MD
- **Challenges:**
 - Seven disparate enterprise systems produced complexity and severely restricted visibility
 - Two systems needed for project management, creating double-entry hazards and excessive administration
 - Accounts receivable lead time over 90 days
- **Results with OpenAir:**
 - Cloud-based, integrated OpenAir and NetSuite solutions efficiently replaced numerous applications
 - OpenAir solution reduced project management administration and paperwork by 90 percent
 - Accounts receivable lead time cut more than 50 percent while switching to weekly billing cycle
- **Software switched from:**
 - Goldmine, QuickBooks Pro, QuickBooks Payroll, AutoTask, Microsoft Project, Quotewerks, custom database



“We were using seven different systems to run our business. With offices all over the country, keeping all of our key information available and synchronized was nightmarish, to say the least.”

— Brett Bennett, CEO, POSitive Technology

Results

POSitive Technology turned to OpenAir and NetSuite to streamline its internal systems, speed reconciliation and billing, and manage larger projects. Since adopting OpenAir, POSitive has seen its average deal size increase over 30 percent, with productivity and utilization up 20 percent. Billing cycles have shortened from twice-monthly to weekly, and accounts receivable lead time has been cut from over 90 days to below 45 days.

OpenAir has dramatically improved organizational communication and visibility, making it easy to calculate resource utilization and optimize the size of POSitive’s professional staff. Detailed time and availability tracking has been a particular benefit for attracting and retaining government clients, which typically have extremely precise accounting and reporting requirements.

“Over the last twelve months, we have been hiring while a lot of our peers have been letting people go,” says Brett Bennett, CEO of POSitive Technology. “I attribute that to OpenAir and NetSuite allowing us to take advantage of our resources and to predict what we will need in the future.”

Before implementing OpenAir, POSitive had to double-enter project management tasks in both NetSuite and Microsoft Project. OpenAir takes the place of either solution, reducing errors and reducing administrative overhead. “OpenAir reduced the paperwork and administrative burden by 90 percent,” Bennett says.

With OpenAir, POSitive has reduced billing disputes, increased its professional services staff without adding administrative support, and moved closer to a pure-cash model.

“OpenAir tells us where our professionals are, what they are up to, and how many more hours are available for billable jobs,” Bennett says. “And because everything is in the cloud, even if a laptop falls off a truck, everybody can be up and running again in five minutes.”

 Find out more: contact OpenAir at 1.888.367.1715 or visit www.openair.com



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Challenges

POSitive Technology delivers end-to-end retail point-of-sale solutions to clients ranging from small restaurants to major professional sports teams and leagues. The company's rapid growth and distributed workforce created administrative headaches that threatened to curtail expansion.

The company found it difficult to obtain critical operational information or to anticipate change orders before they were needed. “We were using seven different systems to run our business. With offices all over the country, keeping all of our key information available and synchronized was nightmarish, to say the least,” Bennett says.

The Solution

POSitive adopted NetSuite as its end-to-end enterprise solution in 2005. “NetSuite consolidated our seven different enterprise systems into a single, web-based solution, which enabled us to grow and to take on much larger opportunities,” Bennett says.

As POSitive's reach expanded, so did the needs of its professional services group. “We started looking into project management solutions right around the time NetSuite acquired OpenAir, and saw it as a good opportunity,” he says. “Over time, the integration between NetSuite and OpenAir has gotten better and better. As we bring on new clients and project managers, all of the activities can be started in OpenAir and all of the information flows back into NetSuite.”

By moving its business to run exclusively on cloud applications, POSitive can operate exclusively on laptops and iPhones, without the need for expensive servers and dedicated IT staff. More importantly, the company's core services are more efficient through the entire quote-to-cash cycle. Bennett concludes, “Our projects are smoother across the board since we adopted OpenAir.”

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