

**Client: MAC Source  
Communications**

701 Erie Blvd. West  
Syracuse, NY 13204  
P 315.362.9200  
P 800.343.5554  
F 315.362.9292  
[www.macsorceinc.com](http://www.macsorceinc.com)

**Implementation Partner:  
Chiptech Solutions, Inc**

4613 N. University Drive  
Suite 576  
Coral Springs, FL 33067  
P 954.827.1401  
P 800.295.0167  
F 954.454.8135  
[info@chiptechsolutions.com](mailto:info@chiptechsolutions.com)  
[www.chiptechsolutions.com](http://www.chiptechsolutions.com)

**Solution:  
SouthWare Excellence  
Series™**

**Telecommunications Company Calls on SouthWare for an  
Accounting System Upgrade**

“SouthWare has helped us manage more effectively so that we can spend more time on our business.”

Tim McDermott, President  
MAC Source Communications

**Background**

After working together for many years, Tim McDermott and Don Norkett recognized the need for a better source of telecommunications design, installation, and maintenance in the Upstate New York business community. In 1997, they founded MAC Source Communications to fill this critical gap in the marketplace.

In the past decade, this subsidiary of The Meridian Group, an equipment leasing and services company, has grown to serve more than 8,000 companies – from small businesses to multi-site enterprises – that extend nationally and more recently, internationally.

Covering the telecommunications gamut, including IP Telephony, Mobility, and Contact Center solutions, this thriving company is a Platinum Business Partner of AVAYA, the world leader in enterprise communications products, and now employs 85 staff members operating out of five locations.

**Challenge**

Since the company's inception, MAC Source Communications had handled their financial and business management operations with a FoxPro system, supplemented by a variety of Excel spreadsheets. After a few years, this cobbled-together system couldn't keep pace with their rapidly expanding needs, and this inefficiency was literally causing MAC Source Communications to miss business opportunities.

On top of that, support options for the system were limited. What the company needed to handle their accounting, inventory, service/dispatch, and contract management needs was an all-in-one system that was functional and easy to use with robust reporting capabilities as well as the flexibility to support their multiple locations.

SouthWare Innovations, Inc.  
P.O. Box 3040  
Auburn, AL 36831-3040  
Phone: 334-821-1108  
Fax: 334-821-1146

[www.SouthWare.com](http://www.SouthWare.com)

### Process

Implementing a new financial and management information system is a big step for any company, but especially a company that is on the cutting edge of technology and growing at the rate of MAC Source Communications. This burgeoning company needed a system that not only filled their needs today but also kept up with their needs as they grew and evolved down the road.

After considering Tigerpaw, Navision, and a few other options, MAC Source Communications chose the SouthWare Excellence Series™ for the comprehensive functionality and flexibility that it offered their company. After installation of the SouthWare system by SouthWare partner Chiptech Solutions, MAC Source's data was seamlessly converted in only about a week and users were trained in a similarly short period of time.

### Details

While managing their day-to-day operations, MAC Source Communications needed a way to keep the big picture in view. With SouthWare's Automated Reports, which automatically updates data, they can effortlessly stay on top of sales, service dispatch status, inventory, and results without missing a beat.

This telecommunications company also uses SouthWare's Contract Management to proactively manage their maintenance accounts while NetLink™ allows their field personnel to receive new assignments and close tickets without having to make a trip back to the office. MAC Source is also planning to take advantage of SouthWare's Extranet capabilities to maintain a perpetual connection with their customers and vendors.

### Summary

MAC Source Communications has been pleased with the entire SouthWare Excellence Series™ and the way that it has streamlined their business operations. However, the greatest benefit has been the time this system has given back to their company. With SouthWare, MAC Source Communications can now focus on what they do best... telecommunications!

### Key Benefits the SouthWare Excellence Series™ delivered to MAC Source Communications:

- Saves time, allowing MAC Source to focus on their core competency
- Delivers integrated functionality (all-in-one package)
- Provides a quick, easy way to stay top of the company's operations
- Keeps field personnel in the field
- Allows proactive management of maintenance accounts