

Customer Success Story



THE ANSWER COMPANY



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Delta-Q Technologies Corp. was founded in 1999 by a team of experts in the design, development, and delivery of advanced power electronics. Their goal: to become the premier power management solutions provider for the industrial and specialty electric vehicle industry. Delta-Q works with leading manufacturers to develop advanced power products to manage, charge, and control the power sources for electric vehicles, so they can operate better at lower overall cost.



THE ANSWER COMPANY

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The Answer Company has installed, customized, supported, and provided training for businesses across North America since 1994. Its experienced technical team works with clients from project assessment through systems implementation and beyond, evaluating business processes and recommending the most appropriate solutions. The Answer Company's consultants, technical staff, installation experts and trainers are all committed to providing excellent customer service.

Delta-Q Technologies: Faster and Better, in Record Time

BURNABY, BC – Delta-Q Technologies provides expertise in power management to the \$10 billion USD electric vehicle (EV) industry – one that serves a wide variety of customers in recreational and industrial applications, including material handling equipment, people movers, scooters, golf carts, and neighbourhood electric vehicles. With alternatives to internal-combustion engines gaining an ever-greater profile, and major improvements in battery technologies and alternative power sources needed, Delta-Q's business is growing rapidly as it becomes a key player in the EV industry.

The Challenge: Deploy Effective Software in Less Than a Month

"We needed an integrated, multi-currency IT system to manage our accounting, reporting, and Customer Relationship Management (CRM)," said Kevin Meakings, Delta-Q's Director of Finance and Operations. "More importantly, we needed it immediately."

Delta-Q performed extensive research, then established an aggressive one-month time frame to convert from its existing systems, including installation, configuration, and training. Seeking an implementation partner who could meet that deadline, the company contacted The Answer Company to help.

"The new system had to track serialized inventory electronically, and integrate the data into an accounting and inventory management system with better financial reporting," said Meakings.

The Solution: Stay Coordinated on an Aggressive Schedule

With 12+ years of experience in IT deployment for companies like Delta-Q, The Answer Company was ready to transfer information from the old system to the new one, Sage Software's MAS 90 accounting system, ACT! CRM software, and Frx Financial Reporting tool.

"Delta-Q has been exceptional in their hands-on approach to making the implementation as smooth as possible," said Jenny Steele, Lead Consultant for The Answer Company on the project.

The Answer Company worked together with Delta-Q to deploy the accounting, CRM, and reporting systems, then configure them to meet the company's particular requirements, as well as train staff on using ACT! and MAS 90 in the new environment. The team also set up the Frx Financial Reporting tool's Materials Resource Planning (MRP) module so Delta-Q could plan for materials and supplies to meet current and future customer orders.

The Benefits: On Schedule and Hassle Free

"Delta-Q brought new meaning to the age-old phrase 'up and running in record time'," said Shawn Ostheimer, President of The Answer Company. "In spite of its complex production environment, the project went from taking the software out of the box to 'live' production in a month."

The components that Delta-Q chose both met its needs individually and worked well together. ACT! is an established and industry-leading CRM platform for small- and medium-sized companies. The MAS 90 deployment included all of that accounting platform's core and distribution modules, as well as its available multi-currency features to help Delta-Q work with customers around the world. The Frx software's organizational tree structure made financial reporting much more flexible. Together, they improved the company's financial reporting, inventory control and management, materials planning, and forecasting.

"Meeting the schedule was made possible through complete co-operation by the parties involved, with everyone keeping to the agreed timetable," said Delta-Q's Meakings. "The Answer Company's role was crucial in the success of this project, and they easily met all of our expectations to ensure a hassle-free implementation, completed on time and within budget. We will continue to utilize the services of The Answer Company as our business continues to expand."