



Andrews Consulting manages customer relationships using Microsoft Dynamics CRM implemented by CCS.

Executive Summary

Andrews Consulting

700 West Johnson Avenue
Suite 202
Cheshire, CT 06410

Contact: Joe Guerra, VP & Chief Architect

www.andrewscg.com

Company Profile

For more than 20 years, Andrews has worked directly with over 500 businesses, helping each of them to stay ahead by enhancement of existing IT investments.

Andrews installs, upgrades, extends, and enhances Oracle, PeopleSoft and JD Edwards software. For those clients who wish to enhance their software capabilities, Andrews' Custom Software Specialists are able to lend years worth of experience.

"As a person who is very busy, it saves me time and money when things are done correctly. CCS is knowledgeable, on budget, and on time. This goes for all members of the CCS team"

- Joe Guerra, VP & Chief Architect



Experience and Personality Matter

In 2006, Andrews Consulting was searching for an IT Support firm that could handle all of their needs, including Microsoft Exchange, Cisco networking, and security. With 60 employees and approximately 75 PCs, they needed a company that could provide for the needs of a small to medium-size business. After looking at a few local IT companies, they evaluated experience, references, and pricing models. Beyond simply meeting or exceeding these criteria, it was the confidence and personalities of the CCS staff they say really won them over.

"Our Account Executive, Mark Capaldo, has an ability to explain things simply and directly. When asked a question, the first word out of his mouth is either yes or no, and then he explains it. I like a direct response and that's what I always receive from him."

- Joe Guerra, VP & Chief Architect

Implementing Microsoft Dynamics CRM

Andrews needed to upgrade their "homegrown" contact management system because its functionality was severely limited. It was so difficult to administer that only 2 people at Andrews could bulk-edit and maintain the information store without it crashing. Andrews turned to CCS, who had become a trusted advisor, to assist them in determining the IT solutions that best suited their needs. CCS Account Executive, Mark Capaldo, along with Senior Engineers Chris Burke and Luisa Dillon, proposed Microsoft Dynamics CRM to Joe as a solution, which was a strategic initiative that he had planned to consider "at some point down the road".

"CRM can save time, money, and even be profitable. CCS's expertise in and knowledge of Microsoft Dynamics CRM is why we embarked on this initiative sooner than we had planned."

Andrews is extremely satisfied with their new Dynamics CRM deployment which is now fully implemented and highly customized to fit their business model. Microsoft Dynamics CRM is far easier to customize and manage than the previous system. Each employee can access the information they need, when they need it, rather than receive information that is "pushed" to them from Marketing or Sales. Using Dynamics CRM, a Marketing administrator can now handle routine system maintenance tasks which could previously only be managed by skilled IT personnel.



Long Term Partner

According to Joe, Microsoft Dynamics CRM is “stable, scalable, and easy to use.” Microsoft Dynamics CRM also helps the employees at Andrews Consulting:

- automate routine tasks
- track preferences accurately
- find customer records quickly
- engage with clients & contact prospects
- answer questions thoroughly & instantly resolve issues
- increase & close sales

Andrews Consulting has plans to continue and strengthen their relationship with CCS in the months and years to come.

“Our relationship with CCS is straightforward, non-complicated, and easy. Whether we have an operational or strategic IT need, we know who to call.”

– Joe Guerra, VP & Chief Architect

“We started with CCS doing operational infrastructure, and we have moved on to strategic projects. We don’t do strategic projects with a company we aren’t confident in.”

“Instead of paying a firm to do a useless analysis, we chose a company that could evaluate the situation, and act upon any issues at a reasonable rate. In this economy, rate matters.”

– Joe Guerra, VP & Chief Architect

