

CUSTOMER SUCCESS



Tenco Services, Inc. Claims Success With Sage MAS 500 ERP

As an independent insurance claims adjusting company, Tenco Services, Inc. is engaged by insurance companies to investigate large losses, such as fires, automobile and truck accidents, and commercial liability claims. The sixty-year old company has 11 locations across Ohio, Kentucky, Tennessee, and Georgia. It requires a robust accounting and finance software to help manage its busy and growing operations, and exchange data with its industry-specific operations software. The solution Tenco Services relies on is Sage MAS 500 ERP.

Investigate Your Options and Claim the Clear Choice

The company was using an older accounting software, but struggled with a difficult user interface and a lack of analysis and inquiry tools. “We bought the software originally because we needed a SQL database to be able to exchange data with our insurance claims processing database,” explains Tom Moss, president of Tenco Services. “While the database structure lent itself to our business processes, the rest of the software did not. It was hard to use and as a result, we were never able to achieve the level of integration we wanted.”

Tenco Services analyzed three ERP (Enterprise Resource Planning) solutions before deciding on Sage MAS 500. “The others never received our serious consideration,” Moss recalls. “Sage MAS 500 was the clear choice because of its friendly interface, its SQL database structure, and the powerful reporting and analysis tools it offers.”

The company’s Sage Software business partner was able to convert data from Solomon to Sage MAS 500, enabling Tenco Services to be productive from the start. “Sage MAS 500 has strong integration tools, and our business partner was able to map the data from the old system to our new system. The implementation process was as smooth as silk.”

Integrate With Mission-Critical Applications

The business partner also worked with Tenco Services to design an interface with the company’s insurance claims database so that data from that system could be passed to Sage MAS 500.

Billing information from the insurance claims database flows into Sage MAS 500. The process is seamless and requires almost no interaction from the company’s staff.

Customer:

Tenco Services, Inc.

Industry:

Insurance

Location:

Nashville, Tennessee

Number of Locations: 11

Number of Employees: 72

System:

Sage MAS 500 ERP

- General Ledger
- Accounts Payable
- Accounts Receivable
- Business Insights Dashboard
- Business Insights Analyzer
- Business Insights Explorer

Sage FAS Asset Accounting

CHALLENGE

Tenco Services required a robust accounting solution capable of exchanging data with its insurance claims database. Its old accounting software was cumbersome and lacked sophisticated reporting and analysis tools.

SOLUTION

Sage MAS 500 delivers a flexible, extensible SQL database, powerful reporting and analysis tools, and a user-friendly interface.

RESULTS

Through an interface with its industry application, Tenco Services has real-time access to business metrics that help it make better business decisions. Current financial information in the hands of the branch managers helps to keep them accountable.

New reports were designed using Crystal Reports to combine data from both systems and deliver valuable business intelligence data. “I now have an up-to-date picture of the financial health of the company—available at any time. I can see where our business is coming from and what types of activities are making us money.”

Another tool Moss relies on for instant information is the Business Insights module. Business Insights channels all the information Moss needs into one convenient location. Using .NET and Web Browser technology, this customizable solution delivers up-to-date company metrics, ad-hoc inquiry, and analysis to Moss and his management team.

The module is capable of combining data from Sage MAS 500, the insurance claims database, and the company’s CRM (Customer Relationship Management) software, providing an unsurpassed quality and quantity of information that helps the team make better business decisions.

“This level of integration has been our goal for years, and with Sage MAS 500 it was simple to achieve,” Moss says. “We can pull claim, branch, and customer information from our claims database and combine that data with the related financial information held in Sage MAS 500 for a complete picture of our activities.”

Share Vital Financial Data

To generate and share financial reports with his branch location managers, Moss turns to FRx, a best-of-breed financial report writing tool embedded in Sage MAS 500. “FRx makes it very easy to perform complicated analyses and comparisons of our branches,” says Moss. “I build a report tree to define the relationship between our reporting units and can quickly compare administrative costs between branches, for example. What-if analyses are easy—I simply drag and drop the data within or across branch locations. Before I would have had to pound out this information in Excel which takes a lot more time.”

Moss sends a copy of each branch’s financial report to the

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branch managers who view them using the FRx Drilldown Viewer or in Excel. “By making financial information available routinely to the managers, they are more accountable for their branch’s revenue and expenses,” Moss adds.

Build a Strong Financial Backbone

Moss cites access to information as the single biggest benefit Tenco Services is deriving from Sage MAS 500. “It’s a powerful accounting tool, backed by a powerful database and state-of-the-art analysis tools. I now have access to data that was nearly impossible for us to get before.” he says.

“We’ve centered our operations around Sage MAS 500,” Moss concludes. “It is the financial backbone of this business.”

If you would like to learn more about Sage MAS 500 ERP, please visit www.sagemas.com or call 1-800-854-3415 to speak with a representative today.



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Your business in mind.

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