![mars logo]

MARS Breathes Fresh Air Into Air Force One

![AIR FORCE ONE — climate solutions through mind & technology]

"This makes all the difference in how we conduct business"

Are you using Microsoft Access for business?

Since using MARS to automate and deliver Microsoft Access reports, Air Force One has seen huge benefits, such as

- Significant productivity boost
- Better communication
- Happier and more loyal customers
- Invaluable business insights

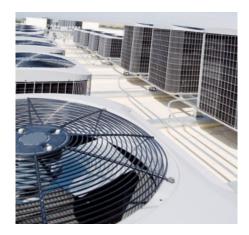*Read overleaf for the details or simply install our free trial today.*

Delivering the
right information

to the
right people

at the
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Background and Challenge

You may not see it, but it's one of the most important parts of the building you work in: the heating, ventilation and air conditioning (HVAC) system. It's what keeps your work environment healthy, safe and comfortable. And it's what makes the work HVAC service provider Air Force One does so important. Air Force One designs, installs and maintains HVAC systems for its clients throughout the United States, Canada and Puerto Rico. Its focus is on providing high quality, safe and cost-effective HVAC systems – along with excellent customer service.

That's why, when customer service issues started cropping up due to a lack of alignment between internal departments, company leaders knew they needed to act quickly with a remedy.

"We were concerned about a lack of communication between our offices, the different levels of management and between internal departments like sales and technicians," says Air Force One accounting manager Christa Anderson. "Things were getting missed and some customer communication was suffering because of it."

Better Business Intelligence

In order to improve its business processes, Air Force One needed to get everyone on the same page. To accomplish that goal, effective reporting was required. "We really focused on business processes, and automating relevant and informative reports is a huge part of that," says Anderson.

Unfortunately, the reporting functions of Microsoft® Access weren't cutting it. Compiling just a few reports manually was taking about 20 hours a month, and those time-consuming reports didn't come close to addressing all the company's reporting needs.

Solution and Benefits

That's when Anderson began the search for a tool that would automate the creation of Microsoft® Access reports.

"I went onto the Microsoft® Access website and saw a recommendation for MARS from ChristianSteven Software," says Anderson. "I downloaded the free trial, demoed it and really liked its functionality."

It wasn't long before the reports Anderson set up in MARS became essential to Air Force One's business processes. One important report is designed to keep the sales force in the loop and on track. Weekly reports emailed to each sales representative let them know how much they've sold that month. Plus, it reminds them to enter their sales data, eliminating the time administrators used to spend chasing down those numbers.

Monthly client activity reports help Air Force One improve customer service and keep its clients informed. These reports detail all the service calls Air Force One technicians made to the clients' buildings, and are emailed automatically to the client each month. Automating these reports also saves Air Force One about 50 hours a year.

"We were pulling these together manually before, and it took about four hours every month," says Anderson. "Now the person responsible for these reports doesn't have to worry about it, and it frees them up for other things."

Reporting automation is also being used to create valuable business intelligence that was never available before. For example, the company now has a revenue forecasting report that pulls data from the sales pipeline, generates an estimate of future sales and emails that forecast to the company's general manager and president.

"Our company president loves this report, he's never had this information before," says Anderson. "It's an important tool he uses to plan future budgets."

To solve the customer service issues that prompted the search for reporting automation, a report is emailed out to the entire company seven days a week. The report lists all open customer service tickets for the past 24 hours. This ensures when a ticket is open, everyone knows about it – from top management right down to the service technicians and sales representatives. It's a system that the company expects will improve customer service accountability.

For Air Force One, reporting automation is a reliable business tool that saves money, saves time, and improves customer service – without ever taking a day off.

"MARS is a workhorse that cranks out reports on time, creates PDFs, puts them in files and emails them to everyone," says Anderson. "It frees up my time and allows us to do more with less."

Most importantly, through its use of MARS Air Force One has changed the way it does business for the better. "Being able to automate reliable and relevant reports on time and deliver them to the right people makes all the difference in how we conduct our business," says Anderson. "It gives people the tools they need to do their jobs – to make decisions, to make the sale and to deliver service to the customer."

AIR FORCE ONE®
climate solutions through mind & technology

ChristianSteven Software delivers advanced Business Intelligence (BI) solutions that solve mission-critical large enterprise needs and includes reporting, distribution, scheduling, dashboards, KPIs and automating business processes.

Information and insight are delivered intelligently to all stakeholders including management, employees, partners and customers. Our solutions aim to unleash the power of your data and transform the way you do business.

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