

CASE STUDY – BRYAN'S FUELS



The organization

Bryan's Fuel is a modern and diverse privately-owned company that delivers high quality heating and cooling solutions for residential home owners in Orangeville and surrounding areas. The company designs, installs, and services forced air and hot water heating systems that operate on propane, furnace oil, natural gas and geothermal electricity. It also supplies home furnace oil, propane, diesel, and lubricants.

The challenge

The company was formerly run on two separate computer systems that did not communicate with each other — one for its HVAC business and the other for fuel delivery. The system used by the HVAC group managed the inventory of parts, the scheduling and dispatch of service work, and customer billing. At the end of each month, summary data was entered manually into the company general ledger, which resided in the fuel delivery system. Inquiring into consolidate customer activities was impossible and, since the company posted in summary, transaction details were lost. Further key problems were:

- The risk of data entry errors re-keying the data
- No credit feedback, so HVAC was unable to detect if Fuelsoft had a client on credit hold or vice versa
- No current account balance, so the company could not get a consolidated view of its exposure to clients

The solution

The management team had considerable systems' experience gained in large organizations prior

to joining Bryan's. The members were aware of the possibilities and knew that they needed an affordable platform that would do an efficient job. Fuelsoft met their functional and budgetary requirements. Its helpful features included:

- Single system that meets the demands of the entire company - HVAC and fuel delivery
- A consolidated view of the customer
 - ◊ One customer master
 - ◊ One credit profile
 - ◊ Single invoicing system

The results

The new system simplified the administration of the business and provided a consolidated, detailed view of the operation. Bob Jones, Controller for Bryan's, confirmed the company's satisfaction: "Our month-end processing for accounts receivable used to take four people three days to close and send out customer statements. With Fuelsoft, we close accounts receivable and send out statements in one day. Issuing invoices sooner also means we are paid soon — a positive impact on our cash flow."

SECTOR

Fuel services

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