



“No matter what company you work with, follow-up is a big deal. Micro Business Systems takes care of problems so I don't have to.”

Pump company finds a vendor with a “can do” spirit in Micro Business Systems

The Situation:

“When we first selected Micro Business Systems we were looking for a local supplier who understood accounting as well as computer systems” says Cheryl de Lang of Sallaberry Pump Services.

“Running a pump company doesn't leave me much time to chase down software problems or research system upgrades. With MBS, they understand our business, can look over our processes and recommend improvements,” she adds.

“On a day-to-day basis they also make us a priority when we have those rare but major emergencies. For example, last July, I had a situation with one of our modules when our picking sheets weren't printing. It was unusual since we had done that for several years without problems. It turned out that a checkmark had gotten checked that didn't belong there. Karen did the detective work, found and fixed it. Another time, in September, we had negative quantities in our

inventory evaluation that were not correct. She rebuilt the index files and quickly had everything working properly.”

The Bottom Line:

Micro Business Systems can keep your systems running and can also help you get the most out of your system with process efficiency improvements. They provide a reliable service with you as their priority.

“I like working with Karen. She's a positive, upbeat person”, says Cheryl. “When I ask her if something can be done she isn't like other vendors who say ‘no, it can't be done, or no, we can't do that’. I interpret those types of answers as ‘we don't want to take the time to do it’. Karen has the opposite approach. She's positive and finds a way to achieve the desired result.”