



“Support that is prompt, understandable and, in my case, local—that’s what Micro Business Systems is all about.”

Light manufacturing firm gets the IT and business systems help it needs from Micro Business Systems

The Problem:

As a national distributor and manufacturer of tillage tools and cultivating equipment, Wasco Hardfacing is dedicated to lowering repair costs and delivering substantial labor savings to farmers. Reliable business systems software is critical for superior customer service. Failure is not an option.

Unfortunately, with their previous IT/software consultants, down times were commonplace. “Before, when I called my consultant, I would often get someone else who was not familiar with our business, and I could not understand the answers they gave me. We had situations where we were down two days or more!” Says Donna Caldwell, owner.

The Solution:

The purchase of a new accounting/CRM system with the local support of Karen O’Lane at MBS solved their problems. “Sometimes, talking on the phone is not as effective for solving a problem as meeting face-to-face. Karen meets on-site with me when needed.

She can explain things clearly by walking me through a problem until I get it. She knows both our business and the software extremely well, and if she doesn’t have an answer, she researches to find the answer. Her accounting knowledge is great, which is really helpful!” says Donna.

“Now, system maintenance and upgrades are always planned, and MBS keeps us up and running.” she adds.

How does Donna describe Micro Business Systems to business associates?

Knowledgeable, confident, technical experts on the whole system, hardware and software:

“I have a passion for our family business. I like getting up and going to work and I’ll probably never retire, unless someone makes me! The expertise that MBS provides helps us with our business efficiency. I prefer to have the experts do whatever needs to be done. I know my limitations! Karen has never let me down.”