

Success Story

Diversity of service offerings makes Sage Intacct a perfect fit

ABC Home & Commercial

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Matt Burns

Vice President of ABC Home & Commercial



Company Overview

Founded in 1949, ABC Home and Commercial began offering pest control services exclusively but has since branched into about every home care service imaginable. From pest control to lawn and landscape work, or air conditioning and plumbing services, ABC’s goal is to provide customers with a one-stop shop for home maintenance and repair.

A third-generation family-owned company, ABC serves customers in Austin, Bryan-College Station, Corpus Christi, Rio Grande Valley, and San Antonio. The company is the 12th largest pest management company in the United States (based on revenue), according to the Pest Control Technology magazine 2022 Top 100 List.

Sage

Company
ABC Home & Commercial

Location
Texas, US

Industry
Business Services

Sage Products
Sage Intacct



About ABC Home & Commercial

ABC Home and Commercial was founded in 1949. From pest control to lawn and landscape work, or air conditioning and plumbing services, ABC’s goal is to provide customers with a one-stop shop for home maintenance and repair.



ABC Home & Commercial can do “whatever they need from wherever they are” with Sage Intacct

Remote work and expanded offerings required an upgrade

By 2020, ABC had expanded its offerings to 17 lines of service – a vastly different company than what it was a decade earlier. As a result, the need for easily accessible financial and accounting information to support growth was essential. And then a global pandemic hit.

ABC Vice President Matt Burns said working remotely made the ABC accounting team acutely aware of the need for an upgraded accounting software. The company was deploying Peachtree (now Sage 50) and while the software performed well when everyone was in the office, it did not pass the stress test of remote work.

“We were at the mercy of the connection speed of our own servers whenever we dialed in to make entries,” said Burns. “It was a painfully slow and cumbersome process. We needed speed.” This led ABC to seek a cloud-based solution that would not only solve the speed issue but could handle the growing volume of data generated by ABC’s multiple divisions.

“Sage Intacct’s platform was superior to what we had experienced before,” said Burns. “From the ease of log-in to its flexibility in managing a diverse accounting system – especially payroll – it allowed us to get done whatever we need, from wherever we were.”

The company was also looking for enhanced security for its data. “We were vulnerable to not having parallel backups for our information and cloud-based Sage Intacct offered that to us,” added Burns.

Real-time solutions lead to more buy-in

The way ABC manages its payables also requires a more efficient solution. Under the old system, division and branch managers would wait to receive a hard copy of their reports and review them in person. Now Burns can get on the phone and review invoices and other information in real-time, significantly speeding up the process and generating greater buy-in from managers.

“Our division and branch managers have a profit component in their compensation plans and using Sage Intacct has allowed them more access to the information that could impact their performance,” said Burns.

Having multiple sets of eyes on the P&L in real-time has also led to managers asking more questions and identifying potential problems faster, leading to better outcomes. Burns says the company’s service diversification made doing this type of analysis before difficult, but now managers can zero in and get ahead of any issues.



Sage Intacct helps ABC streamline seamlessly

ABC runs margin reports on service offerings by location (i.e., termite control in Austin, plumbing in San Antonio, HVAC in Corpus Christi.) and being able to view a composite of that information helps managers on the ground to adjust faster and with more accuracy.

“It would not make sense to run 17 different P&Ls but using Sage Intacct we can streamline the process across all our services and tell how we are doing and what needs to be fixed much faster,” said Burns. “It has also helped us better understand what an acceptable profit margin is for a specific service.”

Sage Intacct’s ability to easily interface with other software platforms has also been a benefit to ABC. The company uses Sage Intacct as a funnel taking all its financial information and organizing it. “We didn’t have a tool like that before to help us do this,” said Burns. “Sage Intacct is an important part of managing our growth from a financial reporting standpoint.”

Sage Intacct’s open API has allowed a seamless integration with other software programs ABC deploys for payroll, human resources, and invoicing, (Concur, Paylocity, Evolve). The company also wants to take advantage of Sage Intacct’s custom reporting features to provide managers with additional detail to make important decisions.

A Wider View of the Financial Picture

Having a consistent software platform to work off not only synchronizes ABC’s decision makers but gives them a much wider financial picture to look at.

“For us the margin reports are where rubber meets the road telling us how effective our service is and where improvements are needed,” said Burns. “With Sage Intacct we can easily pull and review that information.”

In the two years ABC has used Sage Intacct, the company has grown 13 percent and 11 percent, respectively, and the software has been up to the challenge without adding cost.

“With the growth in services we’ve enjoyed we would have had to add another person to the accounting team before we started using Sage Intacct,” said Burns. “With Sage, we can do more with less. It has helped us streamline our processes and improve our performance.”



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