



## Contractor Increases Cash Flow by 33 Percent and Reduces Billing Cycle Time

### Overview

**Country or Region:** United States

**Industry:** Electrical Contractor

### Customer Profile

Feyen-Zylstra, an electrical contractor in Grand Rapids, Michigan provides new construction electrical services in Western Michigan while also providing electrical service work for customers in the Grand Rapids and Traverse City areas.

### Business Situation

Needed to integrate data to measure performance at every level within the organization

### Solution

With the help of strategic partner SIS, LLC, Feyen-Zylstra deployed Microsoft Business Solutions which utilize FRx Financial Reporter and Crystal Reports to reveal relevant facts, provide extensive timesaving in reporting needs and increased productivity as well as profitability.

### Benefits

- 33% increase in cash flow
- Month-end closing reduced by 15 days
- Days to close service call cut by 50%
- Significant reduction in billing cycle time

Feyen-Zylstra, a commercial electrical construction firm in Grand Rapids, Michigan, offers a wide range of specialty services including electrical, telecommunication and value added engineering. Feyen-Zylstra also designs, installs and services voice and data cabling systems.

One of the company's key requirements was the effective management of direct labor, tools and overhead costs. Since their transition to Microsoft Business Solutions, Feyen-Zylstra has been able to tailor their management reports and gain significant insight on the composition and volume of their actual costs. Previously the information contained in these reports was not available without recapturing the information in Excel spreadsheets or separate databases. This was an extremely labor-intensive method which delayed access to critical information. Now, this information is produced in minutes and is used on an ongoing basis to review key business performance measures and to drive change in order to improve the efficiency of the organization.



“We have built an outstanding management and accounting system. Project managers have full access to the financial information on their projects and are very aware of the factors that affect profitability and cash flow. Creative use of the tools enables managers to quickly identify and focus on areas needing their attention.”

Roger Tjoelker, Chief Financial Officer  
Fylen-Zylstra Incorporated

## About SIS, LLC

SIS is a Gold Certified Microsoft Dynamics Partner providing financial and operational software for the construction industry.

Specializing in construction applications since 1992, SIS offers enterprise resource planning solutions to support a company's existing business processes and improve profitability.

SIS is the founder of the Solomon Users Group for Contractors, a member of Microsoft's Partner and Product Advisory Boards, and the recipient of Microsoft Partner Awards for Competency, Loyalty, and Customer Service Excellence.

*Accounting Technology* magazine ranks SIS as one of the Top 100 accounting software resellers in the United States.

## For More Information

For more information about SIS, call 1.888.844.6599 or visit the web site at [www.sisn.com](http://www.sisn.com).

For more information about Microsoft Dynamics products, visit the Web site at: [www.microsoft.com/dynamics](http://www.microsoft.com/dynamics).

## Situation

With many different divisions, locations and types of services, Feyen-Zylstra found it difficult to accurately measure efficiency and performance throughout the organization. The company decided to replace its Maxwell system and implement Microsoft Business Solutions – Solomon to support their business processes and analytical requirements for an integrated and comprehensive solution that could provide key performance measures at every level of the organization.

## Solution

SIS tailored the solution to match some of the company's key business processes. Specific modifications included a central time collection system that allows the same employee to post time to projects as well as service work orders; and a project manager-centric screen that provides a single point to access all information needed to run a job.

Other significant analytical tools that Feyen-Zylstra now uses to manage their business include:

- **Cash Flow Analysis per Project:** Project managers have visibility to see if the Cash Flow is negative so they can take action on underbilled projects as well as address any billing disputes.
- **Sales Report by Customer:** Tracks the trend of customer purchases to determine buying habits and at a glance allows sales and project managers to focus on key accounts.
- **Governmental Reporting:** Income taxes must be paid based on job sites. The Solomon Project Controller and Service Dispatch modules are tracking each of the job sites on each transaction. This automation has reduced the amount of time spent on calculating and tracking this information by more than three days per month.
- **Labor Utilization:** Project supervisors use a report to manage budget to actual hours and dollars and determine the right mix of labor resources. Field Service managers are able to monitor the breakdown of activity type by technician. This analysis helps to predict labor demand and gives

the ratio of what type of work and skill sets are necessary for the current backlog.

Cash flow has increased by more than 33%. Month-end closing has been reduced by 15 days and the average number of days to close a service call has been reduced by half. Automated revenue recognition has improved the accuracy of billing and financial statements while significantly reducing billing cycle time.

Highly flexible setup options and the ability to tailor Solomon revolutionized many processes throughout Feyen-Zylstra. Improvements have been realized not only in reporting, but also in communication and employee satisfaction.

Providing timely, consistent and detailed facts to individuals within the organization has created better awareness, commitment and results. Overall access to accurate and timely information within the company has improved, leading to increased satisfaction for employees, customers and management.