



Ledgerwood Associates, Inc. Customer Solution Case Study



Customer: Coaction Commercial Real Estate Group

Customer Type: Design-build Contractor

Country or Region: U.S. Southwest

Industry: Construction

Website: www.coactiongrp.com

Customer Profile

The Coaction Commercial Real Estate Group (Coaction Group) provides design-build construction and property management services as a single point of responsibility to its clients in the medical industry. Coaction Group manages the complete real estate portfolio and building life-cycle for their clients

Environment

- Sage Timberline Office
- TimberCloud Application Hosting
- Mac OS X

Application Modules

- Core accounting
- Project Management
- Property Management
- Service Management

For more information about Ledgerwood Associates, Inc. or Sage CRE software visit: www.ledgerwoodassociatesusa.com

Coaction Group Saves Money and Keeps Macs with Cloud Implementation of Sage Timberline Office

“Getting Macs was the best decision I ever made... Putting our Timberline applications on the cloud keeps us in the Mac world, saves money and eliminates all of the usual IT problems... The data security of the cloud means I can sleep at night.”

Glen Adams, Principal, Coaction Group

Coaction Commercial Real Estate Group (Coaction Group) recently reduced capital outlays and outsourced common IT headaches with a cloud implementation of Sage Timberline Office on their Mac workstations. With TimberCloud hosting services from Trapp Online and Ledgerwood Associates, Coaction Group successfully combined the power and reliability of their Macs with the solid, integrated functionality of Sage Construction and Real Estate software to achieve a seamless best-of-both-worlds solution.

Business Needs

Manage the Complete Building Lifecycle

Coaction Group designs, builds and manages facilities so their medical clients can focus on patient care. “We have the responsibility for the lifecycle of the building,” said Glen Adams, Principal, Coaction Group. “We needed an integrated construction accounting and property management solution with the complete lifecycle functionality to handle the diverse needs of our growing business.” He also wanted a reliable solution. “With QuickBooks you can’t believe the data,” said Adams.

Had to be Mac

Like most Mac users, Adams was passionate about his workstations and

committed to getting a Mac compatible solution. “Getting Macs was the best decision I ever made,” said Adams. “I’ve already paid back my investment in Macs because of reduced IT support costs.”

Reliable Backups

As a business owner who watched a plant burn down, Adams knows that backups are a big deal. “I ran into that burning building to rescue a server,” said Adams. A month later, a disgruntled employee scrubbed the server and took the tapes with him. Adams never again wanted to worry about losing his critical business data.

A “Queen of Cheap” Solution

Growing quickly, but with lower margins, Coaction Group needed to spend their



dollars in the right places. A sign on the door of their controller, Lindsie Perry, reads, "Queen of Cheap". If Coaction was going to get the software they wanted and stay in the Mac world, Adams had to consider the cost of acquiring windows servers. "That really does play into today's environment," said Adams.

Solution

Sage Timberline Office Integrated Modules

Anticipating continued growth, Coaction Group purchased Sage Timberline Office from Ledgerwood Associates. "Sage Timberline's accounting, project management, and property management modules help us through our entire process," said Adams. "Timberline really is a great product and a good fit for the lifecycle." The availability of local consulting services from Ledgerwood Associates and experienced Timberline personnel was also a plus.

Problems with Parallels

Since Timberline Office is a Windows only product, Coaction group initially tried running it with "Parallels" virtual PC for Mac on its workstations. In the Parallels environment, users had to drag files back and forth to email and couldn't move seamlessly back and forth between Timberline and Mac. Soon, Parallels was causing so many problems that it drove them to seek a more seamless solution.

TimberCloud, the Timberline on Mac Solution

In late 2010, Coaction Group's IT consultant recommended Trapp Online to host their Timberline applications. Working together, Ledgerwood Associates and Trapp Online set up the "Cloud" implementation of Timberline Office in just a few days. Coaction Group's employees access their software and data remotely on their Macs from the Trapp Online servers located in a secure Scottsdale Data Center.

Coaction Group went live with Timberline Office on Mac on January 1, 2011.

Ledgerwood and Trapp named the hosted Timberline solution "TimberCloud". They are making it available to other users of Sage Timberline software running on Mac or PC environments. "Since we provide other Cloud solutions for accountants on Macs we knew the Timberline hosting was going to work," said Greg Forshey, President, Trapp Online.

No learning curve

Training on the new setup took just a few minutes. "Anyone who's worked on a network picks up on it with no problem at all," said Adams. "The things we do every day, email, printing, scanning, document storage, exporting to Excel, they all work seamlessly, and I don't get any complaints from employees."

Redundant Backups

Trapp online performs regular backups of Coaction Group's data at its secure data center. Their redundant procedures include a 10 day rolling electronic backup plus weekly tape with monthly random regeneration testing. "We've never had a problem with backup," said Forshey.

Benefits

Sage Timberline Office Works seamlessly with MAC

"Timberline runs seamlessly on our Macs," said Adams. "And the Timberline platform is solid; we just don't have to deal with corrupted data," Coaction Group's controller doesn't want to go back. "If you took TimberCloud away tomorrow," gasped Perry. "I'd say I don't think Timberline's going to work on my Mac."

Reliable Backups and Secure Data

Adams has confidence that his data is backed up and secure. "I've learned how important offsite storage really is," said Adams. "The data security of the cloud means I can sleep at night." The controller's job is less stressful too. "I don't have to think about doing backups

anymore," said Perry. "I used to have to think about it twice every day; it was awful."

Reduced Costs

Coaction's decision to keep their Macs and host their Sage Timberline applications on TimberCloud eliminated capital outlays for servers and reduced their IT maintenance costs. "I don't have all these other issues," said Adams. "Having our own servers just doesn't work from the maintenance side." Adams also estimates that TimberCloud's seamless operation saves Coaction Group's employees 10% of their day.

Predictable expense

Coaction pays a fixed monthly amount to Trapp Online for hosting services and no extra fees to Ledgerwood Associates or Sage for software support. Adams estimates that in any given month, running their own servers could cost four times as much based on what happens. The costs of hardware failures, viruses and down time (like an architect generating \$100 per hour) add up quickly. "Really, it's an exponential damage," said Adams. "On the other hand, the cloud is a predictable cost and I like that; anybody likes that in today's environment."

The Freedom of the Cloud

Adams likes being able to access his Timberline applications and data from everywhere. "There's no difference if I'm working on a Mac at my desk or I'm working on the cloud at home," said Adams.

It's a no worries situation for Coaction Group. Support and training from Ledgerwood Associates is simplified and if an IT problem occurs, Trapp Online takes care of it. "It's worth writing the check every month because I don't have to deal with all of the usual IT problems," said Adams. "Mac and Timberline on the cloud... every day, it just works."