

Measurable Results – C. H. Coakley

SVA is a long-term business partner for us now, after this experience. It's a true business partnership. They care about what's best for you and they really put in the extra effort and energy to make sure that you get to where you want to be.

My name is Chevon Young. I'm the controller at C. H. Coakley and Company. C. H. Coakley has been C. H. Coakley company in the modern sense since 1978 and we do warehousing, third-party logistics, and commercial moving. The business problem that we were having is we had an outdated accounting system that couldn't keep up with the rate at which we were growing and we really wanted to kind of open up some of that reporting functionality, some of that transparency around financials for the department leaders and other key stakeholders, and we weren't able to do that on the legacy system, so that was one of the things that we were looking to solve when we partnered with SVA.

SVA was very effective at solving these problems. The process was pretty seamless, So we had a very in-depth detailed call on like what our like needs that we were trying to meet were, what we would define as measurable results, and from that point like through implementation we kind of always came back to those goals that we set initially. We had trainings that were specific to every module and then in some cases, were specific to users and how they were going to be working with accounts receivable or accounts payable or projects and I can't think of an example where I didn't feel supported by SVA going through this process.

I mean, it's made us more efficient. It's definitely brought us into the 21st century, like, I think it's very user-friendly, so we don't, we get a lot of positive feedback from users and people want to work with the system. For us, it was important with accounts receivable to be able to add department-level detail, so we could see, while we're one company, we do run very specific business lines, which invoices are for which department, even though every department can service the same client in some capacity. There's a lot of functionality in Acumatica that we don't currently use, that we have the capacity to as we grow and change and we focus on different business areas, adapt and that was one of the big selling points of Acumatica is that it's scalable and it's customizable, so as we change it can change with us, it's not one size fits all.

Through implementation and onboarding and all of that, it was always about what we needed the software to be. It wasn't necessarily that Acumatica happened to be the best fit, but it was more about what we wanted to accomplish, than it was about the software.

The team that I specifically worked with, it's a fun group of people, so they took something that was a little overwhelming, a huge time commitment, and they made it something fun. I enjoyed getting on the calls with the team and the banter back and forth and working through different solutions.