MIE TRAK PRO USER CASE STUDY

Ecodynamics, Inc.

High-Quality Production Meets High-Quality ERP

Ecodynamics, Inc. opened in 2009 as a one-man shop led by Tom Pescatore, offering high-quality metal-working services. They expanded with the purchase of another company, fueling the need for an integrated system. Their first ERP system was acquired by another corporation, leading to an unacceptable level of customer service. In 2016, they selected a second system but, again, had many issues with both the software and the support team.

> "For two years we struggled with expensive software that wasn't user friendly and an untrained support team. It seemed that every time Global Shop went in to fix something, they would end up messing something else up. It was a constant struggle."

Marie Pescatore
Co-Owner

Challenges

- Had an ERP software that didn't work for their business
- Any customization, no matter the size or difficulty, had a price tag
- Difficult to correct entry errors
- Trouble working with the accounting system and balancing the G/L accounts; No accounting specialist available for setup
- Difficult to get answers from the support team

Solutions

- Analyzed ERP systems to find great customer support, customization, reasonable pricing, and understanding of their business
- In 2018 Ecodynamics selected MIE Solutions after reviewing two other providers
- MIE Solutions completed a seamless implementation. In just three weeks, Ecodynamics was up and running

Value Added

- MIE Trak Pro is very user friendly
- End-of-year numbers are collected and evaluated very easily
- MIE Trak Pro is forgiving; you have ability to adjust and reverse everything (with the appropriate permissions)
- Problems are "fixed right there and then"

Learn more about MIE Trak Pro

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