### CASE STUDY

4.4.4.



## **DORSETT** TECHNOLOGIES



8 2 00



### DORSETT TECHNOLOGIES



## BACKGROUND

### Based out of North Carolina,

Dorsett Technologies has been designing, manufacturing and installing air quality, HVAC and energy management control systems for government, military and institutional facilities since 1956. Their control systems are trusted by municipalities, the U.S. Army, the U.S. Air Force, NASA and corporate customers across the United States.



### From the outset, Dorsett Technologies could not get on the same page with their software system, Maxwell American Contractor.

One of the main reasons this occurred was due to a lack of understanding about what Dorsett was trying to achieve. As Patricia, Project Coordinator at Dorsett stated, "With the third-party, outsourced trainers that were assigned to us by Maxwell, we never really felt like they understood us as a company and all of the different facets of our business." Another issue Dorsett had with Maxwell was the level of support they received. "We consistently had unresolved cases with Maxwell, and some were never solved at all, even until we decided to make the switch to Jonas," stated Patricia. When Maxwell was eventually acquired by Viewpoint, Dorsett continued to experience the same kind of issues, and it became quite evident that a change was necessary DISCONNECTED from the beginning

"With the third-party, outsourced trainers that were assigned to us by Maxwell, we never really felt like they understood us as a company and all of the different facets of our business."

DORSETT TECHNOLOGIES



### **CASE STUDY**



## "The trainers we had were extremely knowledgeable"

Patricia Project Coordinator at Dorsett

### The process was entirely different with Jonas

**Construction Software.** Not only was Dorsett up and running within only three months, but the training they received truly put them in a position to succeed. "The trainers we had were extremely knowledgeable, and were very honest with us from the beginning. During the initial kick off, they really took the time to understand our business needs, which made the whole training process that much smoother," Patricia stated. Even after Jonas Construction Software was fully deployed, Dorsett has continued to receive best in-class support from Jonas, which has allowed them focus on running their business. With Jonas in place, their employees are much more satisfied, which has improved office morale and productivity as well.

## Other Significant Determining



Very personalized relationships based o	
A true partnership and understanding f	
Consistent support throughout the init	
A truly integrated and automated cons	Image: State of the s

### ARE YOU READY TO MAKE THE SWITCH? Click HERE to read "The Ultimate Guide to Selecting Construction Software"

and learn about the industry's most preferred option when determining the optimal deployment and support model.





# ABOUT

Jonas Construction Software provides industry-leading business management and accounting software to our clients. Our fully-integrated solutions provide all of the tools that you need to increase productivity and improve your bottom line. At Jonas, we make it easier for companies to focus on what is

important - their customers, their projects and their employees. We do this by streamlining their operations and giving better visibility to the entire organization. This gives your employees the tools to do their jobs better, support your customers and achieve your company goals.

## LEARN MORE

### WHAT WE DO

WATCH OUR 90 SECOND VIDEO



### WHO WE ARE

FIND OUT WHAT WE BELIEVE



#### **GET IN TOUCH**

**CORPORATE:** 8133 WARDEN AVENUE SUITE 400 MARKHAM, ONTARIO L6G 1B3

T / 1-905-470-4600

SALES: T / 1-888-789-9073 E / SALES@JONASCONSTRUCTION.COM

**CLIENT SUPPORT:** T/1-800-352-6647 E / SUPPORT@JONASCONSTRUCTION.COM

WWW.JONASCONSTRUCTION.COM