



# “Enterprise is our whole software program. Everybody’s using it for everything”

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## A SOFTWARE SOLUTION THAT JUST MAKES GOOD BUSINESS SENSE

In business since 1950, **Western Oil Services Ltd.** offers a full range of services to a wide variety of industries, including retail and commercial petroleum facilities, municipal, provincial and federal government operations, retail/fleet vehicle wash facilities, marine, forestry and other industrial operations. Based in B.C., Western Oil has had long-term partnerships with a number of blue-chip clients, including Air Canada, Petro Canada, and Telus, to name a few.

### THE PROBLEM

#### Poor reporting capabilities and an upgrade that was anything but free

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When Anh Diep came on board as Controller, Western Oil Services was using an older software system that wasn’t meeting their needs. **“We were on Accpac and [the owner] wasn’t happy with it...one of the things we really didn’t like about Accpac is was the inability to get any good reports out of it.”** On top of inadequate reporting capabilities, was one major problem – they needed to upgrade, but it came at a very steep price. *“The straw that broke the camel’s back.. they provided a version upgrade, but it was going to cost \$15,000 for the consultant,”* says Diep. He knew it was time for a new software solution.

### THE SOLUTION

#### Robust reporting with free updates and in-house support

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When searching for a new software partner 5 years ago, Diep needed an intuitive system that included some key features: payroll and inventory modules, exceptional service and job tracking modules, and the ability to create better reports. And after their previous experience, he knew what he did not want: expensive third-party software updates. Enterprise from Jonas Construction Software was the obvious choice. With Enterprise, all upgrades are free – and can easily be installed by Diep whenever he wants. With just an annual fee, he can rest assured that his software will always be the latest version and supported by Jonas.

"It's a better business model for us. To deal with the software manufacturer directly rather than a consultant."

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#### **Integrated across the entire company**

When transitioning to new software, Diep knew there may be some kinks. But, with exceptional support from Jonas, the process was made smooth.

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"It was fabulous support during the implementation period. During the first 6 months, I was probably on the phone with them three times a week. Always got great answers. They assigned a dedicated Implementation Specialist to us. She was always available if we needed any help."

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Every department at Western Oil uses all of the Enterprise modules—making it a truly integrated solution. The Service Module has particularly impressed Diep, noting *"it's an easy module...I don't really have to worry about it. There's not a lot of extra work I have to do to get information out of it. It reports well right to the financials."* It gives Diep and his team a greater ability to extract data and see where they stand on any project.

#### **THE RESULT**

##### **A thriving business – backed by reliable software**

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It's been 5 years since Western Oil Services partnered with Jonas, and the relationship remains strong to this day. Two years ago, they implemented e-Service modules, to meet their evolving business needs. In the last few years, Diep has seen no errors or exceptions – reliability that is pretty hard to beat.

**5** year  
partnership