



"IF WE DIDN'T HAVE THE HARTMAN TEAM
ON OUR SIDE, WE WOULD BE LOST AT SEA.
IT REALLY SCARES ME TO THINK OF WHAT
COULD HAVE BEEN."

MIKE TOOMEY
PRESIDENT

CASE STUDY: SECOM

HOW THE RIGHT COMBINATION
OF SOFTWARE AND IT STRATEGY
CAN SUPPORT DATA-DRIVEN
BUSINESS DECISIONS

OVERVIEW

Secom is a national security provider, bringing the highest-rated low voltage technology available to commercial, government, and nonprofit sectors. Headquartered in Columbia, MD, Secom provides the full spectrum of security needs from planning and engineering to installation, integration, and ongoing monitoring services to companies across the country.

Prior to engaging with Hartman, Secom did not have efficient software to support its growing business and needed more compatible processes, especially for billing its customers. Hartman's IT experts collaborated with the Secom team to define business requirements, and then provided project leadership to select and implement the right system, on-time and on-budget.

CHALLENGES

Using the accounting and inventory management software QuickBooks, it took Secom's finance team 2.5 days to process monthly invoices for customers. As the company grew, Secom struggled to keep up and needed a better solution to help manage employees' time and efficiency. Additionally, QuickBooks did not allow for real-time visibility into the company's physical operations to deliver the data necessary for achieving an accurate Profit and Loss (P&L) statement.

"The Hartman team clearly linked our organization's technology capabilities to our business objectives."

**Linda Mills,
Director of Finance and Administration**



THE SOLUTION

After completing a comprehensive assessment of Secom's process and technology, Hartman provided strategic and agnostic IT leadership to help the company through a software selection, which ultimately lead to the implementation of NetSuite. Following Hartman's proprietary methodology for software selection, the team evaluated several options and chose NetSuite because it best aligned with their needs for an integrated cloud-based business solution that tracks financials and manages inventory, among other functions. The team determined that this software would best improve Secom's process for billing, visibility, and overall integration with other core programs. Upon selecting this new system, Hartman provided change management and implementation oversight to help the team transition without causing downtime or interruptions in Secom's day-to-day operations.

RESULTS/ROI

Hartman's successful implementation of NetSuite reduced the time it took Secom to run their monthly billing process from 2.5 days to 30 minutes. The new software also provides a real-time digital representation of the company's physical operations, allowing Secom to track finances on a more detailed level, optimize their P&L and ultimately use the augmented data to make better business decisions. This system also sets the stage for Secom to grow operationally and financially without a need for additional back-office support.