



McCoy Tree Surgery

TRAVERSE®

McCoy Tree Surgery Experiences Growth in Productivity with TRAVERSE

McCoy Tree Surgery has been providing quality vegetation management services to electric utility companies, pipeline operators and the like since 1946. McCoy performs services for companies of all sizes across the county, including tree removal, manual trimming, aerial bucket trimming, herbicide application, mechanical trimming, mechanical removal and emergency storm work.

This company has a unique twist to how they do business: they don't work on their own schedule or have set hours, but rather are scheduled by their customers' needs. After Hurricane Katrina struck, McCoy Tree Surgery was called upon to help clear trees and branches from utility lines and roadways. The software the company uses must be able to adapt and handle a wide variety of situations across multiple locations.

McCoy had been using Masterpiece Software since 1984, and was having some licensing and data export issues with it. Their long-time software consultant, Tesla, recommended using TRAVERSE to solve their problems. Since McCoy Tree Surgery had a twenty-plus year relationship with Tesla owners Bill and Anne Kerr, they trusted their recommendation to use TRAVERSE from Open Systems, Inc. Anne explains, "There are many reasons McCoy chose TRAVERSE: features, flexibility, scalability, source code, Microsoft technology, support, and training to name a few. We believe, however, that the top reason McCoy chose TRAVERSE over other packages is Open Systems' commitment to their products. We believe that the software has to fit the business. TRAVERSE was such a good fit for McCoy - we really didn't have to convince them."

McCoy CIO Mark Kleine knew that TRAVERSE had an open source code and could supply the support they needed along with the specific software modules to run their business. The software was installed and running smoothly in less than three weeks, with completion in September of 2007. The online video training and demos that Open Systems, Inc. offers made their learning process quicker than expected. Employees were able to access the online sources 24/7, which helped them learn how to utilize the new software in a timely manner.

Another reason they chose TRAVERSE was because they wanted to be able to retrieve their data quickly, get information to their end users and offices efficiently, and send reports to multiple outlets such as fax and email. Since TRAVERSE had a wide range of modules to choose from, they were able to easily integrate the data they needed and send it to the appropriate channels effectively.

McCoy Tree Surgery currently has 12 workstations set up for TRAVERSE. They are using a Dell 8 Core Processor with Windows 2003 and a small business server with SQL Standard. They are also using a wide range of modules, including Accounts Payable, Accounts Receivable, Fixed Assets, General Ledger, Inventory, Purchase Order, Payroll, Sales Order, Banking, and Bank Reconciliation.



4301 Dean Lakes Boulevard, Shakopee, MN 55379

1-800-328-2276 www.osas.com

TRAVERSE®

The company also has some long term software goals for their new TRAVERSE system. They plan to add the Info-Alert module at a later date, which will allow them to define parameters for the alerts they chose. McCoy will be able to select actions from the alerts to be letters, emails, notifications, or work flow processes. This module will help them better serve their locations throughout the country.

Kleine notes one of the major benefits. "The accountants are able to pull the data that they need from the schedule without assistance." Within the first month of using TRAVERSE, they were able to clear a two-month backlog for invoices.

TRAVERSE was not the only change that took place in less than a month at McCoy Tree Surgery. According to Mark, people thought he was crazy when he decided to change the telephones and the data networks at the same time that the company added the new TRAVERSE software. It made the three-week transition quite hectic, but his decision to change the phone lines at the same time was based on the fact that the new phones could be used as a data entry method for payroll. The newer phone lines are able to effectively communicate with TRAVERSE.

The new software has helped McCoy Tree Surgery reach new heights. They are able to send pertinent data to appropriate levels of management, field personnel, and customers through SharePoint. Employees are relieved that the process was not nearly as complicated as they originally thought it might be. They now have room to grow because of the compatibility with Microsoft, and the open source code of TRAVERSE will allow for customization as well as modifications they may wish to make in the future.



Mark Kleine
CIO, McCoy Tree Surgery