

Interaction Associates Goes Instantly Virtual with Acumatica



“*Acumatica has been really transformative for our business. It made our team joyful about how they were working, not stressed or worried.*”
– Chris Williams, Director of Operations

OVERVIEW

Two years ago, Boston-based Interaction Associates decided to go 100 percent virtual. Now cloud-based Acumatica keeps 20 employees and 50+ nationwide consultants remotely connected to a single source of data, allowing them to operate efficiently and affordably.

ACCESS FROM ANYWHERE

While most people associate ERP systems with financial operations, cloud-based Acumatica provides real-time access remotely, allowing companies like Interaction Associates (IA) to become virtually operated in a short time. The consulting firm chose Acumatica for its Project module, its easy-to-use interface, and unlimited user licenses. The new business solution allows IA to easily on-board new consultants – no matter where they are – and scale for larger projects as needed.

REAL-TIME BUSINESS INSIGHTS

With Acumatica, IA executives gained access to crucial data and KPIs for the first time. “I can quickly pull a report to see our AR status – I could never do this with our older system,” says Williams. Reports are run in real-time and don’t take a dedicated person four days to pull. Acumatica gave IA the flexibility to customize invoices to fit their unique customer requirements, decreasing collection times. “Acumatica accelerated our ability to better understand our clients and profitability within our service lines,” Williams says.

BOOST PRODUCTIVITY

Employees and consultants enter time and expenses through Acumatica’s mobile app, and data flows to the appropriate projects automatically. Acumatica’s flexibility allows IA to set up billable projects using terminology similar to another application it likes. Finally, only employees working on a specific project have visibility. This ensures that expense claims and time are being coded to the correct project.

Using Acumatica Project templates, IA’s delivery operations team coordinates project set-up prior to project launch so it can collect pre-launch data quicker than ever before. Billing processes are now more accurate and have a level of approval and review before a client receives them, reducing errors. Acumatica improved IA team communication by eliminating many phone calls and replacing manual approval reviews with automated notifications and emails.

“*Acumatica is flexible, can scale, and fits the needs of a small, professional services business like ours. Versus our legacy system, we’ve seen a 50 percent savings in time and a 50 percent savings in expenses.*”
– Chris Williams, Director of Operations

COMPANY

- **Location:** United States
- **Industry:** Professional Services: Consulting

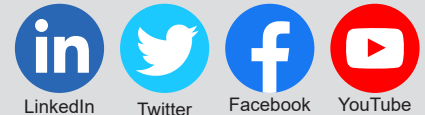
NO. OF EMPLOYEES

- 20 full time employees and a network of 50 additional support

PRODUCTS IN USE

- Acumatica Advanced Financials with Project Accounting & Velixo

CUSTOMER SOCIAL SHARING DETAILS



PARTNER DETAILS



ASC PARTNERS

ASC Partners, Boston, MA