



## \$Billion Electronics Corporation Values SME

With new software solution featuring real-time inventory tracking and up to date customer service histories allows Thomas & Betts to leave archaic system behind

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**Tim Harper**

**Tool Service Supervisor**

**Thomas & Betts**

**Thomas & Betts**

### SUCCESS STORY

**Thomas & Betts  
Corporation**

### AT A GLANCE:

**Customer:**

Thomas & Betts Corporation

**Location:**

Memphis, TN

**Industry:**

Electronics

**Business Challenge:**

Thomas & Betts needed real-time inventory updating coupled with a well documented system for tracking customer histories.

**Solution:**

Service Management Enterprise (SME) software to track inventory, customer service history, receivables with a user friendly interface.

**Results:**

An efficient work order process that gave employees full control over inventory figures updated regularly, invoicing, and full customer history.

### Customer Profile

Founded in 1898 by two up and coming Princeton graduates from New York, Thomas & Betts has since expanded into a multi-billion dollar corporation providing everything electric to its consumers in 20 countries.

Thomas & Betts offers a wide range of products covering various lines supplying over 70% of all the items used for an electrical task in the commercial, industrial, residential, construction, maintenance or manufacturing industries. They also have developed services and products to gain significant market share in the HVAC industry.

Thomas & Betts can be found on the NYSE under the ticker symbol TNB and boasts nearly 10,000 employees worldwide covering all aspects including development and manufacturing.

To learn more please visit:  
<http://www.tnb.com>

### Business Challenge

Thomas & Betts's service department relied on a custom software solution made to handle inventory tracking. The software wasn't easy to update and couldn't provide the employees with up to date real time inventory figures.

Another critical component to the service department was the order fulfillment process of matching a service proposal with the customer and tracking customer information so that Thomas & Betts had a comprehensive customer history. All customer service notes were hand written and stored in paper files that were not easily accessible making the process inefficient and often redundant.

A complete software solution was needed to track a service order from the moment it was requested, all the way through the invoicing of the service. Lack of efficiency hampered the service department and they needed help fast.

**Microsoft**  
GOLD CERTIFIED  
Partner

ISV/Software Solutions



**Solution Overview**

Service Management Enterprise (SME) is the software solution of choice for Thomas & Betts. SME is loaded with modules to satisfy all departments for businesses of any size. SME features inventory, CRM, scheduling/dispatch, work order management, knowledge base, invoicing, customized reporting, and equipment tracking.

SME has the capability of synching with your accounting software to eliminate double entries and make tracking the financial side of your business easy and seamless. An additional module can also provide your customers or technicians access to work order requests via the internet.

At Thomas & Betts the software has been used exclusively for its inventory, invoicing, CRM, and reporting features. With real-time inventory updating and user-friendly customer service history tracking, SME has worked like a dream for Tim Harper and his department.

SME is very reasonably priced and available for much less than competitors even though it delivers just as much punch to your service company.

**Business Benefits**

After requesting a new software solution to be implemented at his department, Tim Harper has been more than pleased with SME. With SME in place, Thomas & Betts service ordering process has been streamlined and future developments are now in the works to continue improving on customer service and accessibility.

“Real-time inventory updates and a user friendly interface with SME have met all the needs of our service department. We are instantly updated on the capabilities of each terminal location with on the spot reporting and have eliminated our archaic hand written customer history system,” said Tim Harper.

Tim has only exclusively been using several of the many modules SME has to offer and has yet to harness the full power of the software with its many features.

“I haven’t thought of anything I want SME to do that it hasn’t done for me already. It covers all the bases and completes all tasks I ask of it,” said Tim Harper.



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**Tim Harper  
Tool Service Supervisor  
Thomas & Betts**

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