

## INDUSTRIAL ENGINE SERVICE



### EXECUTIVE SUMMARY

**COMPANY:**

Industrial Engine Service  
<http://industrialengineservice.com>

**OWNER:**

Jim Brusaw

**INDUSTRY:**

Industrial Engines

**BUSINESS CHALLENGE:**

- High-end features on a tight budget
- Complex, difficult-to-manage invoice processes
- Lost parts and mismanaged inventory
- Double data entry

**SOLUTION:**

- Fishbowl Inventory
- QuickBooks accounting

**RESULTS:**

- Streamlined invoice and order processes
- User-friendly interface
- Accounting integration eliminated double data entry
- Customizable reports and parts tracking
- Up and running within 2 weeks

*Fishbowl Inventory® generates powerful, user-friendly inventory control solution for industrial engine remanufacturer, Industrial Engine Service.*

Industrial Engine Service (IES) has been working with oil and gas drilling companies for close to 30 years. IES builds, rebuilds, modifies, and restores industrial-sized engines and generators. In this area, they compete directly against well-positioned competitors including Stewart & Stevenson, Compressor Systems Inc., and Hanover Compressor Company. Not long after acquiring IES, co-owner Susan Brusaw assessed operations and recognized the need to upgrade business processes in order to compete at a higher level.

*“When we got large transactions for an engine overhaul, we would have to deal with the mess of 10 or more separate invoices. With Fishbowl, all this was consolidated into one. It keeps track of everything for us, and it is very user friendly.”*

*“When looking for another system, we needed more than what QuickBooks could handle alone...a newer version of what we had would have cost more than double what Fishbowl Inventory cost us, and without the capabilities.”*

**Susan Brusaw**  
Co-owner  
Industrial Engine Service

### **Business Challenge**

Working out of a legacy inventory system with countless errors and workarounds was burdensome and time consuming for IES. Management found that parts were frequently being lost and mismanaged, and employees struggled to keep track of all of the separate parts going into each project. Although some long-time employees were used to the old DOS system, many employees were confused, and processes weren't under sufficient control; the need for change was apparent.



### Industrial Engines

IES knew that to compete at the level they wanted, they would need more control over their inventory and manufacturing processes. They also knew that their complex processes couldn't be handled by a simple inventory system.

#### The Solution

When looking for a complete inventory, sales, and purchasing solution to help them compete, IES decided to explore various options. They first considered upgrading their existing system but ruled that out after discovering the expensive price tag and lack of essential features. Upgrading the existing system would require them to continue entering data twice, as the software wouldn't integrate with QuickBooks®.

Next they looked into using QuickBooks as their inventory solution. While QuickBooks had been a great asset in performing company accounting operations, a QuickBooks inventory system was dismissed as a viable solution because it wasn't enough to cover IES's growing demands. *"When we got large transactions for an engine overhaul, we would have to deal with the mess of 10 or more invoices,"* said co-owner Susan Brusaw.

After searching around for a feasible solution, IES discov-

ered Fishbowl Inventory. Intrigued by the low price and advanced features, management downloaded the free trial version off the website to ensure it did everything they needed. After carefully exploring the software and experiencing the user-friendly interface, IES decided to make the switch. Management was pleasantly surprised to pay less than expected for a solution with such a robust QuickBooks integration

#### Business Benefits

IES immediately realized many benefits from switching to Fishbowl Inventory. They were able to effortlessly implement and learn Fishbowl for their specific needs. "It is quicker and easier; we can actually read the lines, and it is simpler to use overall," said Susan. "And when anybody needs to look up a part without knowing the exact number, it can be easily done. It really is user friendly."

After using the software for just a few months, Susan was pleasantly surprised at how, at the end of the year, IES's profit and loss statements were a snap. Because of the advanced QuickBooks and Fishbowl integration, she no longer had to use two different programs.

IES has continued to enjoy their experience with Fishbowl as business needs have increased and new challenges arrived. Commenting on technical support, Susan said, "Tech support has been wonderful; they always have answers for our questions. We're really pleased. This is much better than calling someone who doesn't know enough to help and can't answer our questions. They even use remote desktop to help us do a few things. They've been very helpful."

### **About Fishbowl**

A private company based in Orem, Utah, Fishbowl and its cornerstone product, Fishbowl inventory, make it possible for every small to mid-size company to have the level of flexible and mobile inventory control solutions large organizations enjoy. Since 2001, Fishbowl has become the #1 requested inventory solution

for QuickBooks. For QuickBooks users, the flexible and cost-effective combination of QuickBooks and Fishbowl can grow along with you as your company grows. Fishbowl Inventory 2010 is available from [www.fishbowlinventory.com](http://www.fishbowlinventory.com) and from a growing network of VARs and online channel partners throughout the U.S. and Canada

**Sign up for a demo by going to our web site at [www.fishbowlinventory.com](http://www.fishbowlinventory.com) or call 1.800.774.7085 ext. 2.**



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