

CUSTOMER INDUSTRY:

Landscaping & Irrigation

CASE STUDY

Hosted Sage 50 Was the Answer — Getting There Was the Problem

Sometimes, that thing you're seeking is sitting right in front of you.

Take a successful landscaping and irrigation business. Founded in 1983, the company had been **running its books on Sage 50 for years, self-hosting the accounting software on an internal server.** Everything was working great, but leadership understandably wanted to focus on landscaping, not managing infrastructure.

When the company went to Sage looking for help through a short-term server issue, however, they came up empty. Unable to get the answers they were looking for, the team decided to seek a long-term solution

elsewhere. The first stop, **QuickBooks Online, proved to be such a bust it pushed them back to self-hosted Sage 50 after only six months.**

A move to Sage 50 Cloud seemed like the next best answer, but again the company needed a level of consistent customer service the software company couldn't provide.

It wasn't until seeking the third-party support of Bottomline Accounting that **Hosted Sage 50 Desktop** even came up as an option. It would turn out to be the solution they needed.

CHALLENGE

A move from Sage 50 Desktop to QuickBooks Online doubles the workload

Knowing the company was going to have to move off of its server and frustrated with Sage's customer service, the team used it as an opportunity to start fresh. After hearing heaps of praise from colleagues across industries, the company's accountant decided to make the switch to QuickBooks. What she didn't know, however, is that **the praise started and stopped with the desktop accounting software**. QuickBooks Online was an entirely different story.

The problems started on day one, with an importing tool that didn't provide the seamless transition it promised. Once inside, things got worse. **QuickBooks Online left the company without critical features, like job tracking**, requiring the team to find manual workarounds.

Then there was the data loss, caused by both the chaotic transition and **QuickBooks' lack of features** relative to Sage 50 Desktop. The company never could terminate its Sage 50 account. Instead, it ended up running — and paying for — both just to limit the losses.

After six months of feeling like she was "limping along," the controller called it, and called Sage. This time, a customer service representative was able to diagnose and fix the local server problems, allowing the company to jump ship from QuickBooks and return to self-hosted Sage 50 Desktop. That put an end to the pain of the last six months, but it still didn't solve the company's ultimate goal of getting rid of their internal server and moving everything to the cloud.

It was time for Sage 50 Cloud to try.

“

I had probably the worst experience of my accounting life.

CONTROLLER AT THE
LANDSCAPING BUSINESS

“

It basically doubled my workload.

COMPANY CONTROLLER

KEY CHALLENGES FACED

- ✗ **Import tool failed** to provide a seamless transition
- ✗ **Missing job tracking** required manual workarounds
- ✗ **Data loss** during the move to QuickBooks Online
- ✗ **Paying for both systems** — Sage 50 and QuickBooks

Sage 50 Cloud solves the QuickBooks problem, but still leaves the team stuck without all the answers

After QuickBooks Online, Sage 50 Cloud was a solace. It had a familiar design, similar capabilities and the same processes the team was used to navigating.

What it didn't have was high-touch customer support.

Sage 50 Cloud got the team off of its server and back into software that worked, two huge victories. When the landscaping firm ran into an error message about its payroll, however, it found itself back at the start, looking for guidance that wasn't available.

HOSTED SAGE 50 VIA SUMMIT

Finally, hosted Sage 50 swoops in to save the day

This time, the company went to an independent, dedicated advisor. Without an entire userbase of accounts to support, the accounting partner was able to do a deep dive into the company's systems and use cases and present a solution no one had raised before: **Hosted Sage 50 Cloud**.

With Hosted Sage 50, the company could take the desktop program that had been working so well for them and get it into the cloud at the same time. **Now, Summit hosts the software, making us responsible for the server and everything that goes with it.** And when they face any struggles on the software side, their advisor is just a phone call away.

It's only now — after almost a full fiscal year of misdirections and migrations and countless hours of adaptation — that things at the company are starting to settle into a good rhythm.

“Sage is my bestie. I love Summit because it gets me to Sage.”

If you want an accounting solution that avoids all the tumult, consider [Hosted Sage](#) or [Hosted QuickBooks](#) first, both available through Summit.

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