

Timely, Expert Software Support

Bravo Underground

Las Vegas, Nevada

Bravo Underground is an Underground Utility Construction Company.

Project Description

Bravo Underground had a problem. The company ran into a problem processing W-2 forms the weekend before they were due and needed Sage support so that W-2's could be finished before the IRS deadline.

The Solution

Bravo Underground contacted OnPoint on Saturday for assistance. A help ticket was raised and routed. An OnPoint consultant was available to help immediately and responded to the ticket.

The Result

Bravo received the Sage 300 support they needed with quick response over a weekend, thanks to OnPoint's Client Care processes and commitment to excellent service. W-2 forms were generated and filed on time!

How This Can Apply to Your Company

Partner with Professional Services Companies with adequate resources, a commitment to your success, and internal systems to achieve timely service levels. These key partnerships are truly just that, they are key success factors to your business.