

Effective Job Cost Accounting System Support

Kirberg Roofing

St. Louis, Missouri

Kirberg Roofing has provided commercial and residential roofing services for over 100 years in St. Louis and other locations in Missouri.

Project Description

Kirberg Roofing is a long-time Sage 300 customer with unique support needs experienced by some larger, long-time customers.

Kirberg needed fast and reliable Sage support as their Sage system data was large, and Sage procurement and inventory processes affected operations. Kirberg outsource IT also needed assistance with Sage 300 annual upgrades when unexpected issues came up.

The Solution

Given the importance of immediate action on Kirberg Sage 300 help tickets, OnPoint set up ticketing to automatically escalate Kirberg tickets so that a Sage Consultant responds ASAP.

The Result

System issues have been reduced, resulting in smoother operations. For more than 5 years Kirberg Roofing has contacted OnPoint for Sage 300 support and received expedited response. Users have spent less time on software issues, resulting in more time for everything else.

Problem solved!

How This Can Apply to Your Company

Fast response time and resolution to Sage 300 issues at your company will result in better decisions based on correct information, and more time for the team to do everything else.