

Leading Service Provider Eases Growing Pains with ABS and Acumatica

[Turn2 Specialty Companies](#) is a leading specialty turnaround services provider to the refining, petrochemical, and power industries, delivering highly specialized skilled labor outsource services for their clients.

Due to rapid growth, Turn2 could not rely on manual processes to painstakingly combine data from their accounting software and their custom, third-party database for field employees. In search of a more streamlined option, Turn2 called Accounting Business Solutions (ABS) for help.

Unique Solutions for Unique Needs

ABS immediately saw that Turn2 would need a very specific set of software capabilities to meet their atypical business model and reporting and integration requirements. ABS's first step was to thoroughly understand Turn2's biggest challenges: payroll and a custom integration they relied on to support their field employees.

"[For payroll,] most systems aren't built to handle the type of 'in and out' of our employees," Frank Venuto, Turn2's Controller explained. "Our employees get hired on and they may work 5 weeks, and then they're off. And then they come back for 4 weeks on another job, and then they're off. [This affects] benefits and regulations... there's not a lot of accounting software that can handle that."

Another challenge was data collection in the field for the ~100 annual job sites Turn2 serves, which relies on a third-party SQL-based customer communication system called Mach1. The Turn2 team was comfortable using Mach1 to house customer-facing data such as employee time information, purchase orders, and receipt data, and they had already invested considerable resources in the custom solution.

ABS reviewed a few options that could meet Turn2's needs, and the clear choice was [Acumatica Cloud ERP](#) due to its open API and its flexible pricing model that supports unlimited users.

"[With our rapid growth and an acquisition,] we didn't know at the time how many users we would have," Alison Muecke, Turn2's Treasurer said. "[Acumatica] didn't charge by the user, they charged by transaction tiers. The other platforms charged by the user."



COMPANY

- **Location:** Headquarters in Baytown, TX, with additional locations in TX, LA, OK, and UT.
- **Industry:** Industrial Services for the petrochemical industry
- **Application Replaced:** SAP

CHALLENGE

Rapid growth, custom integration requirements, and a challenging payroll situation required a highly flexible accounting solution.

SOLUTION

- Acumatica Cloud ERP
- Mach1
- Concur
- Velixo
- Power BI
- UKG Pro Pay

One-of-a-Kind Integration

Though Turn2 team members had previously integrated their customer communication system (Mach1) with SAP, no one had ever before integrated Mach1 with Acumatica. Turn2 administrative staff expected the Mach1 + Acumatica integration to be time consuming because it required complex, two-way integration for multiple items: purchase orders, receipts, and employee time would sync with Acumatica, and customer data would sync with Mach1 in real time.

"When we integrated Mach1 with SAP, it took the Mach1 developers a year," said Cindy Turner, Systems Analyst at Turn2. "Even though Mach1's dev team had never worked with Acumatica before our implementation... the integration this time took 3 months."

"The Acumatica implementation was easy-peasy," laughed Alaina Hood, Business Analyst at Turn2.

"The ABS team worked with the Mach1 developers for troubleshooting and to help coordinate data mapping and the timing for pushes, so that the integration was seamless. Acumatica is such a streamlined ERP that it's an easier, better experience to integrate external systems with it."

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Three years after Turn2's go live, ABS and the Mach1 dev

team continue to work together to keep Turn2's setup running smoothly. ABS assists with the upgrade process to keep the integration performing seamlessly.

"If you have a system you're reliant on and need to continue using, the open API in Acumatica allows you to still use those systems that you prefer while enjoying the benefits of a more robust accounting system in the cloud," explained JoLynn Johnston, Founder/Owner at ABS. "And at ABS we're always happy to work with third-party providers to keep all your Acumatica integrations working smoothly."

Adapting Acumatica for an Ever-Changing, Modern Business

Turn2 finds their Acumatica system to be user friendly and intuitive with an easy learning curve. It delivers seamless data to their third-party payroll processor, speeds up reporting with auto-updates from their Mach 1 system daily, pushes customer data to Mach1 instantly, and provides the flexibility for Turn2 to modify their system in response to growth.

"Acumatica has definitely been a lot better than other systems I've implemented."

"There were changes that had to be made to the system as we grew and figured out, 'Hey this needs to be different,'" said Venuto. "Some systems, once you... have to change something, you have to do a new implementation. In this case, it was easy to create a new Chart of Accounts and move things that needed to be moved. [Acumatica] has definitely been a lot better than other systems I've implemented before."

ABS Provides Ongoing Understanding & Support

The biggest benefit for Turn2 is that they can trust ABS to be their "first line of defense" for support, instead of having to call Acumatica's help desk when questions arise.

"I've never seen anyone who knows the system so inside-and-out," said Muecke. "It's pretty amazing. If Rena [Jacobs at ABS] can't answer it, I feel like nobody can. We just really, really trust them."

"I've never seen anyone who knows the system so inside-and-out"

Venuto added, "ABS understands our business and what we're trying to do, which saves a lot of time. I have confidence and know that if I turn an issue over to ABS, I won't have to deal with the problem, I'll just get the solution."

