



## Solution Overview

### Industry

Computer Equipment Distribution

### Benefits

Provided comprehensive reporting functionality.  
Made it possible to secure credit card approvals with a consistent, instantaneous response.  
Increased internal productivity.

### Software Used

Credit Card Advantage

### About C-Tech

C-Tech, Incorporated is a multi-vendor computer hardware distributor based in Eden Prairie, Minnesota. They specialize in quality new, used and refurbished computer parts and whole systems, housing a very competitive IBM, Compaq, Dell, and HP, computer hardware inventory. They are able to outsource product lines they do not currently house in their 28,000 square foot warehouse, using only qualified vendors that meet their high expectations.

More information about C-Tech can be located at: [www.c-techonline.com](http://www.c-techonline.com).



### About Olsen Thielsen Technologies, Inc.

Olsen Thielen Technologies, Inc. is a recognized leader in delivering enterprise software and services to small and mid-market businesses in the Upper Midwest. They help organizations find business solutions that extend from Customer Relationship Management to accounting and back office operational applications.

Headquartered in the Twin Cities, they are an award-winning partner with Microsoft Business Solutions. Olsen Thielen Technologies, Inc. is a wholly owned subsidiary of Olsen Thielen & Co. Ltd., CPA and Consultants which is ranked as one of Bowman's top 100 certified public accounting firms in the nation and has earned a reputation as a leader for providing quality service to a wide range of clients. For more information visit: [www.OTTechnologies.com](http://www.OTTechnologies.com).

## C-Tech Case Study

Credit Card Advantage Helps C-Tech Slash 20 Hours Each Month from Its Order Management Process

***"We are better positioned to meet the demands of our customers thanks to the reporting features of Credit Card Advantage from Nodus Technologies. Orders are processed faster, customers receive accurate, up-to-date information about transactions, and reconciliation is a breeze. The productivity enhancements brought about by this solution are dramatic."***

- Dave Stordahl, COO, C-Tech

### The Challenge

In the technology business, timeliness is everything. For C-Tech Incorporated, timely, accurate delivery of orders for new, used, and refurbished computer parts and whole systems, is the bottom line. Having made the decision to migrate accounting functionality to Microsoft® Business Solutions - Great Plains, C-Tech needed a secure credit card processing solution that could obtain approvals rapidly and provide comprehensive reporting functionality to meet the needs of their diverse customer base. Olsen Thielen Technologies is C-Tech's Microsoft Business Solutions Value Added Reseller.

"Reconciling transactions and managing returns were the biggest challenges to our previous system," said Dave Stordahl, COO, C-Tech. "Due to the nature of our transaction, we needed a solution that would allow us to quickly and easily locate customer order data and accurately reflect shipments and returns."

### The Solution

In an effort to improve data management and eliminate other challenges caused by their previous solution, C-Tech implemented Credit Card Advantage from Nodus Technologies. Because of the solution's seamless integration with Microsoft Business Solutions - Great Plains, training was simple and C-Tech saw the benefits almost immediately.

"Solutions from Nodus Technologies provide key functionality to ensure electronic transactions are managed accurately and efficiently, every time," said Jill St. Martin, Business Solutions Advisor at Olsen Thielen Technologies. "Adding these solutions to our offering enables us to meet a vital need with superior technology. Thanks to the tight integration between Nodus Technologies solutions and accounting packages, POS, B2B portal, call center, ERP, and CRM solutions, we are able to provide our customers with creative solutions that help them save time and money while increasing efficiency in their accounting and fulfillment organizations."

*"The reporting features have impacted our business tremendously. The search capabilities are very helpful in customer service situations."*

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Olsen Thielen Technologies

## The Results

Using Credit Card Advantage and Microsoft Business Solutions - Great Plains, C-Tech customer service representatives (CSRs) enter sales orders, then authorize and book the transactions. Order fulfillment and credit card billing occur seamlessly, saving the company as much as 30 minutes per day processing on the fly transactions. Additional savings stemming from reporting and reconciliation features include up to 30 minutes each day responding to customer information requests and up to 10 hours each month on reconciliation.

"The reporting features have impacted our business tremendously," said Stordahl. "The search capabilities are very helpful in customer service situations. Our CSRs can now locate pertinent information without having to scroll through the entire order history to find a single transaction. This saves us time and money and yields intangible benefits in customer satisfaction"

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## About Nodus Technologies, Inc.

Nodus Technologies, Inc. sets the standard for electronic payment processing with revolutionary solutions. Based on a collaborative framework, Nodus' applications are designed to integrate with Microsoft® Great Plains accounting systems as well as other accounting packages, POS, B2B portal, call center, ERP, and CRM solutions.

With customers throughout North America, Nodus Technologies provides a standard interface that helps merchants streamline electronic payment processing. Downloadable evaluation copies of all of our solutions are available from our web site and are fully functional in The World Online test company. For more information about Nodus' products and services, visit: [www.nodustech.com](http://www.nodustech.com).