

Company | **Mover's Suite**

Mover's Suite Software provides consulting and software to the moving and storage industry. Their mission is to improve administrative and operational efficiencies and provide accurate financial reporting and analysis for moving and storage companies of any size.

The Business Problem

Mover's Suite software implementations depend upon a lot of collaboration with their customers and typically require the tracking of multiple dependencies as the implementation process moves from one stage to another. As a Microsoft Gold Partner, MS Project seemed like a logical choice to accommodate this requirement, however setup was cumbersome and MS Project didn't provide an acceptable way for Mover's Suite customers to view project status and collaborate with implementation teams.

The Solution

@task proved to be the right solution for Mover's Suite by providing the collaboration tools they needed to keep their software implementation projects on track and their customers up to date. @task allows Mover's Suite customers to view their project status information in real time with reports and dashboards that are updated whenever implementation team members update status in @task.

"There's nowhere to hide," says Allan Lamar of Mover's Suite. "Our customers can log in and see how much progress we're making or if we're behind. What's more, if we are waiting on deliverables from the customer, it's in @task too. There is complete project accountability throughout the entire project."

The Result

"@task helps us communicate more effectively with our customers," says Lamar. "By helping us better manage our resources, we are able to establish more reliable project expectations and are able to consistently deliver what we promise. The mutual accountability provided by @task has been a powerful tool for building stronger customer relationships—we actually talk about how @task helps us guarantee a successful software implementation in our sales presentations."

Mover's Suite project teams and their customers were using @task in as little as six to eight weeks. Email notifications, the ability to share documents, configurable reports, and custom dashboards that are updated in real time, provide Mover's Suite the visibility they wanted.

How Mover's Suite Achieved the Results

"The online videos have been a great resource, I have been able to find answers to almost all of my questions through the online video tutorials," says Lamar. "If I haven't found what I was looking for in @task's online video library, I've been able to get the answers I've needed in the online forum."

Mover's Suite also purchased five hours of training from @task Client Services to help with their implementation of @task.

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—Allan Lamar
Mover's Suite