



Straight from the customer

Jefferson Rent-All Jefferson, North Carolina



Todd Phillips

initially worked with Jefferson Rent-All in the early 1990s as a technical consultant on the company's first rental computer purchase. He joined the Jefferson team soon after installing CounterPro, and now manages Jefferson's general rental and portable toilet operations. In 2007 Todd once again chose Solutions by Computer, this time for the forward-looking technical design of Enfinity.

“We love the flexibility of Enfinity.”

Todd Phillips, General Manager

expectation **Operational control**

Rental technology has come a long way from when I first started working with systems 15 years ago. There's been a steady progression of computer power, and the software programs have gotten more powerful, too. It was time to maintain the cutting edge with a system that was developed for Windows from the ground up.

I had some definite data-capture objectives in mind for our portable toilet business. And we're already using MapPoint with Enfinity to optimize the service routes ... our drivers are definitely using their time more wisely.

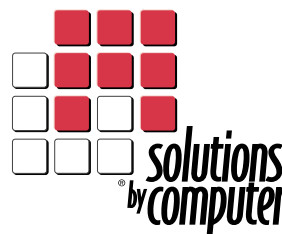
We're saving on fuel, too. For example, we run three trucks for the portable toilet business and the fuel bill used to be about \$1900.00 a month. I'm shaving that down by hundreds a month. That's an immediate payback on the system.

expectation **Innovation**

We have a lot of additional advantages with Enfinity. We can take pictures of our equipment and show a customer an image right on the screen. We're also putting PDF files with equipment specs and operating instructions in the system, so our employees can refer to the information on the screen and answer customer questions on the fly.

If a customer calls us and describes a work area with a 13-ft. wall that's 3" wide, we can look at the specs for an equipment model and see if it will give him enough reach. That's good customer service.

Continued on reverse



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Another thing I really like is the way Enfinity talks to PartyCAD. We use PartyCAD to spec out an entire event for a customer and then just press a button and all the inventory is in Enfinity. Everything the customer has seen, all the tables, chairs, tents, silverware ... it seems like our employees used to work for days to accomplish the same thing, and now it's just drag and drop and click.

expectation Ease of use

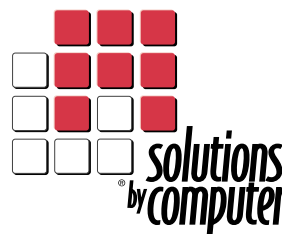
Let me give you an example of how easy Enfinity is - we had employees writing reservations before I even had a chance to show them how the system works! I guess some of that is Windows, but a lot of it is Solutions.

I went to Massachusetts and did some training - knew I'd get more done there, without the interruptions! The training sessions at Solutions were phenomenal. And we've done some online training. But it's also been very easy to train people at the store, showing them how something works one-on-one.

We got total support from Solutions throughout the implementation process. I decided to install Enfinity myself because

I have technical experience, and because I knew it would take a commitment over several days and I was in the best position to do that. Solutions really supported me. I could get on the phone with them at any time. The flexibility and support I've seen from Solutions, straight through, has been great.

It's a very easy system to work with, very customer-friendly and rental-friendly. I was prepared to have our employees tell me they didn't want to change, that they were happy with what they had. And we *were* happy with CounterPro - but we've got even more to work with now. There's no way our employees would give up the system - they love Enfinity!



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