

ABS Delivers Fast, Effortless Insight for Inline Services

Inline Services manufactures and distributes innovative solutions to protect pipelines from internal corrosion, enhance safety, and prevent leaks and emissions. [Inline](#) is part of the midstream infrastructure group owned by Critical Infrastructure Holdings, whose other entities include Sun Engineering, Pipeline Cleaners and Winterhawk Pipeline. Inline's prior ERP system, Sage 100, required senior-level personnel to spend 1.5 to 2 hours every day in Excel generating reports for multiple entities in preparation for daily leadership meetings.

Acumatica Eases Acquisition Challenges

Critical Infrastructure (the parent company of Inline Services) is actively acquiring businesses that complement and expand their brand. Folding in and reporting on newly acquired entities was a challenge in Sage. "It was very cumbersome to do a consolidation," said Williams, who relied heavily on Excel before Acumatica was deployed. "Sage reporting is not designed to function well remotely". The accounting staff could not effectively view or edit Sage reports when working away from the office where Sage was installed, which was a significant limitation during and since Covid.

The acquisition process has been significantly improved with Acumatica. New businesses are now integrated into the ERP system quickly providing senior management with the visibility needed into daily operations. Staff members can access all aspects of the system, including reports, from any location with their secure credentials.

" In managing the finances for the business, we couldn't do what we do today if it hadn't been for Acumatica. "

— Warren Williams,
CFO, Critical Infrastructure Holdings



COMPANY

Inline Services

INDUSTRY

Pipeline integrity management and safety

CHALLENGE

Reporting in Sage 100 took hours every day and remote work in the system was very slow.

SOLUTION

Acumatica's cloud-based ERP delivers high speed performance from anywhere with comprehensive and up-to-date, automated dashboard reporting every 15 minutes.

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Acumatica Dashboards Pay Back in Time Saved

Choosing [Acumatica Cloud ERP](#) to replace Sage 100 was an easy choice for Williams. "The other stuff that I looked at online was going to be way more expensive," he said. "I've been a partner at Ernst & Young for a number of years and I've seen a lot of clients go through JD Edwards, SAP, Oracle, PeopleSoft... it ends up being a complete disaster." Acumatica is viewed positively by companies in the pipeline integrity management industry.

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His favorite part of Acumatica is the near-instant, at-a-glance, detailed insight he gets. While scrolling through a colorful page of comprehensive dashboards that show the beating pulse of the company, Williams said, "This is what people were spending an hour and a half to 2 hours putting together every morning and now, it's updated on demand."

"The dashboards have saved a lot of time for everyone who looks at them on a daily basis," said Michele Frazee, Controller at Critical Infrastructure Holdings. "[Our Acumatica partner,] ABS did a fantastic job of trying to figure out exactly what we wanted and how we wanted to see it."

Acumatica Boosts ROI with Additional Savings

Inline has also saved \$100K+ in staffing expenses and trimmed project costs. As Williams explained, "Acumatica has made it possible for us to minimize the amount of financial people that we have at each

location. If we had stayed with Sage and had to have an installation at each of those locations, we would have had 2 or 3 more financial people on staff."

"We can also see what our service business is doing and, with Acumatica Project Accounting, we have a better analysis of their costs on an individual project basis as opposed to just a branch basis," said Williams. Going forward, the company expects this insight to help them meet planned margins and become more competitive with project pricing.

Finally, Acumatica's workflows help ensure inventory accuracy. "When it says we have X on the shelf, we know we have X on the shelf," said Williams. "Michele and I don't have to worry anymore about whether we're going to have a big inventory adjustment at the end of the year. Our adjustment for 2022 was less than 1%."

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ABS: Acumatica Experts for the Pipeline Integrity Management Industry

As Inline Services continues to refine their ERP, they are glad to work with their Acumatica partner Accounting Business Solutions (ABS). "When we have an issue, they solve it for us and we move on," said Frazee. "And they're very quick with responding. Even if we throw 10 items at them in a day, they're very quick at responding to all 10 of those items."

Best of all? ABS's deep industry experience: "In our industry, there's not 10,000 of us out there that do what we do; there's maybe 100," said Williams. "Finding a consultant that understands what we do is a big advantage. Someone that understands how our processes work is a big advantage."

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