

# CASE STUDY

## TelWare Calls on the Experts at Dean Dorton and Their mConnect Integration Solution



Since 1984, TelWare has established itself as an industry-leading telecommunications consultant and services provider. With solutions ranging from structured cabling to enterprise-level cloud-based communications platforms, the experts at TelWare provide support for every step of a project, offering companies of all sizes tailored services that best fit their current and future needs.

### The Challenge

After years of consistent growth, it became obvious TelWare needed a new ERP.

Following a comprehensive search, they decided to take the leap from QuickBooks to Sage Intacct. Even with Sage Intacct, TelWare realized they still needed help to bridge the gap between multiple systems and create a unified functionality that would remove the process of manual entry of thousands of monthly invoices.

### The Solution

Dean Dorton created mConnect, a custom-built integrator for ConnectWise Manage and ERP solutions, including Sage Intacct, Dynamics GP, and Dynamics 365.

mConnect allows TelWare to easily synchronize information between Sage Intacct and ConnectWise Manage in real-time with no additional effort. They are able to transfer customers, vendors, products, projects, sales invoices, payments and purchase orders between the two systems seamlessly.

The TelWare partners, internal team and stakeholders have been thrilled with both the implementation process and the mConnect for Sage Intacct product solution itself.

*The implementation of mConnect for Sage Intacct was seamless and worked on day one.*

*Lisa Walker, CFO  
TelWare*

### Results with mConnect

Through the capabilities of mConnect for Sage Intacct, TelWare has created a seamless accounts payable automation to send purchase order information from ConnectWise Manage to Sage Intacct and then Bill.com. Also, customer management is less confusing and error prone since the mConnect tool can take advantage of the Sage Intacct auto-numbering process for IDs in both systems.

**mConnect for Sage Intacct has saved two employees at TelWare a combined 60 hours a month for manual entry.** In addition, the process for entering, posting and paying invoices has gone **from nearly a day of time to happening within moments.**

*mConnect for Sage has helped our company automate manual processes and streamline the activities of our finance department which saves time and allows us to focus on business management instead of data entry.*

### About mConnect

With mConnect, you can easily synchronize information between your ERP system and ConnectWise. mConnect is automated and highly customizable so it fits the unique needs of your business. This powerful solution provides your team with the information and tools they need to build stronger, more satisfying, and more profitable relationships.

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