



## Customer Success Story

### Idaho Technology: R.A.P.I.D. Improvements with CSI

“Our goal is the elimination of disease. There is plenty of work left to do.”

This is the lofty ambition of Idaho Technology Inc. (ITI), a privately held company that develops the world’s fastest and highest-quality machines for pathogen identification and DNA analysis. Carl Wittwer, Ph.D., M.D., designed a rapid thermal-cycling instrument for performing DNA amplification reactions, which was 10 times faster than available technology. He gathered friends from graduate school days to form ITI in 1990, a company that has been profitable ever since.

Today ITI’s offerings include the R.A.P.I.D.®, R.A.P.I.D. LT, and RAZOR® Systems and the LightScanner®, HR-1™ and RapidCycler® Instruments along with an expanding line of freeze-dried reagents and DNA/RNA purification and test kits. IT BioChem, a division of ITI, offers a complete list of probes, primers and melting dyes for the LightCycler®, LightScanner, HR-1 and other real-time PCR instruments. ITI devices are used by the U.S. military, Department of Defense and Department of Homeland Security to detect or study disease-causing organisms.

#### Timely Technology

Anthrax, ricin, avian flu, salmonella, E.coli and other deadly headlines are some of the pathogens addressed by ITI technology. Given recent incidents, it comes as no surprise that ITI grew extremely rapidly, from 50 employees just eight years ago to 200 today.

Manual data transfers from the time-clock system to payroll and accounting soon became unwieldy, and hampered ITI’s ability to comply with government contract requirements. Similarly, ITI’s five external sales professionals needed a better way to create quotes and access information from the accounting system.

#### Diverse Technologies and Vendors

“We had been very happy with Sage MAS 200 for years. So we decided to upgrade to Sage MAS 500, and add Sage SalesLogix as our customer relations management tool. We also selected Sage Abra HRMS to manage our human resources department, Microsoft® FRx® for reporting, and Easy Track Time Clock® for our timekeeping management system. This created a rather unusual mix of technologies,” explains Boyd Evans, Controller.



#### CUSTOMER:

Idaho Technology  
www.idahotech.com

#### CHALLENGE:

Exponential growth overpowered existing systems; company needed seamless integration between disparate financial, CRM, HR, reporting and time clock solutions

#### SOLUTION:

Sage MAS 500, Sage SalesLogix, Sage Abra HRMS, Microsoft FRx and Easy Track Time Clock™, with integration from CSI

#### RESULTS:

Seamless solution can handle much greater volume of orders, and provides management with visibility into every aspect of the enterprise

SAGE SALESLOGIX



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It also created an unusual mix of vendors. In the end, Idaho Technology acquired Sage MAS 500 and FRx from Absolute Business Solutions. Easy Track, the time system was purchased from Employee Based Systems. Sage Abra came from CSC Technologies. Sage SalesLogix was supplied by Customer Systems, Inc. (CSI).

### Expert Integration from CSI

The product and vendor mix brought up an interesting dilemma. Who would perform integration?

"Absolute Business Solutions had been a great Sage Software business partner for us, and we assumed that they would be doing integration. But they focused primarily on financial software, not the other technologies," explains Boyd.

"Absolute recommended Mike Hoffer at Customer Systems Inc., as being the best in the business for integration and CRMs. We interviewed Mike, became familiar with his company's history, and could see they were very capable of handling our needs. We relied on Mike and his company to turn our diverse systems into one seamless solution. They did a wonderful job."

ITI's new solution has automated information management in all aspects of its business. This includes general ledger, receivables, payables, payroll, manufacturing, project accounting, inventory, sales, human resources, customer support management and custom reporting features.

### Terrific Teamwork

"I was really impressed with the way Absolute Business Solutions and Customer Systems worked together," comments Boyd. "You don't often see business people network like this. It's great that Sage Software resellers create and maintain ties, and can bring in colleagues with specific expertise to better handle the needs of their customers," Boyd says.

"Thanks to our new system, we can track orders through the entire sales process, rather than just seeing them in stages," he continues. "We can view all orders, even when they are still just quotes, to evaluate how well our sales people are performing. As a result, we anticipate a dramatic increase in the number of orders being processed."

### CSI: Champions at CRM

The most important service CSI provided, according to Boyd, was migrating data from its legacy CRM to Sage SalesLogix. "CSI gave us guidelines for data that would transfer smoothly, which was very helpful," he notes. "Their employee worked closely with us, pointing us in the right direction and verifying that data was accurate. He helped us link Sage SalesLogix with Sage MAS 500, showing us tricks for handling ERP data. He was very, very good to work with."

Boyd eagerly recommends CSI to others. "If you need anything to do with Sage SalesLogix or require integration, training and customization, CSI is definitely the place to go."

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