



4646 South 3500 West, Suite 2  
 West Haven, UT 84401  
 www.utahspc.com  
 1-866-446-5552

Software Professional Center

CUSTOMER SUCCESS STORY



# MCNEIL REFRIGERATION

**M**cNeil Refrigeration of Omaha, Nebraska is a leading installer of large refrigeration systems for clients including Tyson Foods and Blue Bunny. With jobs ranging from 150,000 to over 7 billion, McNeil Refrigeration has reached an industry standard of quality workmanship and design. McNeil’s company structure includes five separate divisions: Service, Construction, Documentation, Control, and Parts. For Randy Rucker, President of McNeil Refrigeration, it was imperative to find a system that could handle a full range of functions, something that he had been severely lacking with QuickBooks.

## The Problem

“It encourages dishonesty,” Rucker said of QuickBooks Accounting’s audit trail and easily manipulated data functions. Although QuickBooks made sense for a company just starting out, it was no longer the case for McNeil Refrigeration. As the company grew, so did the needs and demands for a more integrated system with the type of accounting integrity Rucker was looking for. In addition, the duplicate entries in QuickBooks made inefficiencies a common occurrence. McNeil Refrigeration was also looking for better facilitation of their applications, specifically Project Management and Estimating.

## Switching

McNeil Refrigeration needed an effective system other than QuickBooks Accounting and

“ I THOUGHT MASTER BUILDER WAS A GREAT DECISION THEN, AND QUITE FRANKLY, I STILL FEEL LIKE IT’S A GREAT DECISION ”  
 -Randy Rucker, McNeil Refrigeration

**CUSTOMER:**

McNeil Refrigeration

**LOCATION:**

Omaha, NE and Kansas City, MO

**PREVIOUS SOFTWARE:**

Intuit QuickBooks Accounting

**Technology Platform:**

Windows 2003 Server  
 Windows Terminal Services

**SPECIAL ISSUES:**

Multiple Locations  
 Multiple Departments  
 Parts file with over 20,000 parts

spreadsheets to manage their expanding business. Once Rucker began comparing software, he noticed that he was consistently drawn to Master Builder (then owned by Intuit) and Sage Timberline Office. “We started our conversion in the middle of September. By the January 1st, we went live on every module. I consider it to be extremely successful,” said Rucker

In addition to the QuickBooks Accounting data that was transferred over, McNeil Refrigeration also brought over a parts file of over 20,000 parts. One month after the transition to Sage Master Builder, McNeil Refrigeration was invoicing customers through the service module, invoicing customers through the Accounts Receivables module, processing customer payments, processing and paying payables invoices, entering work orders and linking them to purchase orders, processing and paying multi-state payroll, direct deposit payroll, entering take-offs, creating grids for repetitive use, preparing sales tax returns and reports, and generating job cost reports and over/under billing reports.

## The Transition

With Sage Master Builder as a solution, McNeil Refrigeration now has Job Cost Reporting and committed costs reporting that works for the refrigeration industry specifics. However, it is more than just Job Cost reporting and committed cost reporting that have Rucker’s attention.

“With Master Builder, it is so much easier for us to stay on top of our jobs,” said Rucker. “We have improved our inefficiencies in a lot of areas and our estimating people are not entering duplicates in takeoffs and purchase orders. It’s great that the work order links to PO so you are only entering info twice. Generating RFPS is easy and effective.”

“I thought Master Builder was a great decision then, and quite frankly, I still feel like it’s a great decision”.

## The Outcome

McNeil Refrigeration is enjoying the benefits of a system that does what is needed. Rucker’s favorite features of his new system include Project Management and Estimating. He also enjoys the ease of AP and AR, and can testify to Sage Master Builder’s ease of use when training new hires. “We have had some turnover, but overall, it’s been pretty easy to train new hires on the software,” he said.

The Executive Dashboard is also one of Rucker’s favorite tools. He looks at it every morning, and jobs that are over billed I send an email over to the project managers detailing jobs that need to be monitored. McNeil Refrigeration also does progress billings on purchase orders because they need to work on customers cash, an imperative way to do business in the industry.

Rucker also loves the additional features in Sage Master Builder that he initially didn’t know about. “Every time we run a report, we are pleasantly surprised in Project Management at all the information that comes over. We had a million-dollar job, and we used phases within Project Management—9-5 screen- set up change orders as a separate phase. This was a blessing in disguise because of the agreed upon markup. We can do Job cost journals by job, by phase. We didn’t have the time or knowledge to learn about these features, we just fell into it and were very pleasantly surprised. “

*Sage Software, the Sage Software logos, and the Sage Software product and service names mentioned herein are registered trademarks or trademarks of Sage Software, Inc., or its affiliated entities. All other trademarks are property of their respective owner.*