



**Computer  
Troubleshooters**™

T E C H N O L O G Y   S O L V E D

#204 - 1062 Austin Ave.  
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Neo Code Software Ltd.  
288 - 425 Carrall Street  
Vancouver, BC  
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RE: Dispatching Software

The end of the month is upon us. At this time every month I have an approximately 8 hour job trying to reconcile one account for which I dispatch approximately 25 jobs every month to 25 different people. This month, reconciliation took 15 minutes. All thanks to our new dispatching software designed by Neo Code Software.

I had a business process issue. I approached Neo Code with my ideas on a solution. They helped refine my ideas and gave me a very fair price to automate my solution. The system was built exactly to my specifications and is flexible now that I am requesting changes. The system has been stable and operational for the entire first month. The staff at Neo Code were very easy to deal with.

The system saves me 8 hours per month in reconciliation of the account. It also saves me about an hour on each and every dispatch because I no longer need to chase down technician - the jobs are posted and available to the technicians on a first come, first serve basis.

Our dispatching software saves me approximately 20 hours total each and every month. My ROI on this project - 3 months. As our company grows, my return on investment will grow exponentially.

Sincerely,

Chris Aconley  
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