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Billing Info

Transmit day for Aprils 1st of the month billing is Friday, March 23rd.

2018 MACC Events

Registration is Open!

Midwest Road Shows

Cedar Rapids, IA – March 13th
Fort Dodge, IA – March 14th
Hays, KS – March 21st
Topeka, KS – March 22nd
www.maccroadshows.com

MACC Users Group

April 17th – 19th
Chandler, AZ
www.maccusersgroup.com

MACC Trivia February Winner

Congratulations to **Jenny Platte from RTC Communications** for winning February's MACC Trivia Challenge Contest.

Watch for MACC Updates for more chances to win, along with helpful tips & tricks and other important information!

MACC Success Story

Two MACC clients

collaborate to make a great team

“One of the things about a great team is that the whole exceeds the sum of its partners.”

This quote by author Tracy Hickman accurately sums up an on-going collaboration between COLTONTEL and MONITOR TELECOM. Since January of 2016, these Oregon-based MACC clients have shared their resources for the betterment of both companies.

Marlene Muhs, Assistant Manager at COLTONTEL, said “The goal of the collaboration is to utilize our resources and streamline processes to work smarter, more efficiently, and maybe even save some money.”

She said to meet these goals, the two organizations share a general manager that splits her time evenly between each location, two supervisors who share management duties at both companies and four techs who take turns being on-call for afterhours support. COLTONTEL has seven associates while five are at MONITOR TELECOM. The two companies are 17 miles apart, which equals a 25-minute drive. Their phone systems are combined so overflow calls from one office can be handled by the other location.

The companies don't stop at sharing employees and phone systems. They also share a server containing Customer Master, which reduces costs and gives employees from both companies easy access to service orders, trouble tickets and other important account information. Both companies also have Margaret Stoltz as a Customer Master Software Support Representative.

“The fact that both companies were already with MACC definitely helped with some of the changes. We were able to see the whole process from each company's perspective and find out where we could align,” Marlene said. “Having Margaret be our go-to person for both companies has been a huge asset.”

Thanks to the collaboration, the companies were able to exchange ideas on using Customer Master. There was a review of each company's processes and then a discussion on the pros and cons of each method. How the companies used the service order suite, trouble tickets, credit card payments, equipment tracking and other Customer Master modules were all reviewed. Having the two companies compare operations allowed management to facilitate changes to benefit both organizations.

Featured MACC employee for March



Mark Harrison is MACC's Featured Employee for March. As a Technical Support Specialist, he helps clients with servers, workstations, and other devices critical to their operation.

Q. When did you start at MACC?

A. I was at MACC from 2000 to 2013 and then came back in October of 2015.

Q. What's your favorite part of your job?

A. I love helping customers with their opportunities as each call is like a mystery to solve.

Q. Can you please tell us about your family?

A. I have been married to my beautiful wife, Jennifer (who is an esthetician) for 15 years. We have four children (one boy and three girls) between us all in various stages of their career progression. Tom, our eldest, was an assistant manager at Goodwill and is currently interviewing for manager positions. Our daughters, Winter and Alyssa, are both college bound. Marina, our youngest, is about to enter her high school's honors program.

Q. What do you do for fun in your free time?

A. Read, watch movies/football, shopping at flea markets/niche shops with my wife.

Q. If you could travel anywhere to spend a week on vacation, where would it be?

A. It would be Europe with my family. I was there in the military and would love to show them what it's like!

Q. The one person I've always wanted to meet?

A. Dan Marino. I grew up watching him quarterback my favorite team, the Miami Dolphins.

Q. If you could add any food to the MACC vending machines, what would it be?

A. Dark chocolate Raisinets! It's fruit and dark chocolate...need I say more?

MACC Success Story

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From the collaboration, Marlene said the two companies have realized cost-savings, efficiency, and an overall increase in knowledge as employees learn from each other.

"Having the additional help from each other has proved beneficial on almost every level," she said.

As with any organization, Marlene said communication is a challenge. To improve communication within the individual organizations and between the two companies, there are regular management, staff and board meetings. At least once a year, the boards of both companies get together for a formal discussion. Additionally, they try to host a social event in the summer and one during the Christmas season for both companies to give employees and board members an opportunity to get to know each other outside of the office environment.

She said another challenge was bringing together two different company cultures and ways of doing things. When the collaboration began, and each company's processes were reviewed, Marlene said the management team was careful to listen, watch, and understand why some tasks were handled in certain manners at each company.

"We only implemented change when it was necessary or made sense," she said.

For other companies considering similar arrangements, Marlene posed a good question. "It takes teamwork and everyone has to be willing to change," she said. "After all, if you aren't willing to change, then how can you get better?"

There is still time to register for MACC's spring events

by Kristi Rounds, Creative Services Coordinator

MACC Associates will soon be hitting the road for the 2018 Midwest Road Shows in Iowa and Kansas. The registration deadline for IOWA locations is March 6th and registration deadline for KANSAS locations is March 14th. Complete details, and a form to register for the Road Shows, are available at www.maccroadshows.com. This year's Midwest Road Show will make the following stops:

- Cedar Rapids, Iowa on March 13th
- Fort Dodge, Iowa on March 14th
- Hays, Kansas on March 21st
- Topeka, Kansas on March 22nd

This year's MACC Users Group will be held from April 17th- 19th at the Wild Horse Pass Hotel & Casino in Chandler, Arizona. The registration deadline is April 3rd. Complete details, and a form to register for the Users Group, are available on the event's website: www.maccusersgroup.com.

The event is split into two parts, one for Customer Master and one for Accounting Master. This arrangement allows for more in-depth discussion on each product. Attendees have the option to sign-up for sessions on either of the individual products or can attend both at a combined rate.

Remember that all of our events are open to all MACC clients, regardless of where your company is located. Wherever you call home, we are always happy to see you at our spring events.

If you have any questions on the MACC Road Show or Users Group, please contact Kristi Rounds at 402-533-5184/krounds@maccnet.com or JoEllen Maras at 402.533.5117/jmaras@maccet.com. We look forward to seeing you on the road!

Crockpot Beef Stroganoff

3 tbsp butter
2 medium onions, thinly sliced
2 packages pre-sliced mushrooms
6 small sirloin steaks (4 pounds)
1 large box beef broth
Flour
2+ tbsp garlic powder (to taste)
4+ tbsp Worcestershire sauce
1 tub sour cream
No-Yolk noodles, cooked and drained

Heat butter, add onions and mushrooms and cook until most of the liquid is gone – about 20 minutes. Remove from skillet to bowl, set aside.

Slice the steak into manageable, bite-size pieces. Dredge in flour. Cook in the same pan as the onion + mushrooms until tender. As cooking, add ½ cup beef broth (more if needed). After the beef is about "medium" doneness, add the rest of the box of beef broth and Worcestershire sauce. Then add garlic powder, salt, and pepper to taste. Let cook about an hour.

Put meat mixture into crockpot on low, and add sour cream. The longer it cooks in the crockpot, the more the flavors meld. Serve over No-Yolk noodles.

Keep your numbers in order with customizable reference codes

by Julie Riecken, Training Support Manager

Accurate tracking of phone numbers in Customer Master is crucial. The Number Reference feature will help you manage details about telephone numbers. Maybe you have a range of numbers reserved for a specific purpose. Without a note on that number in Customer Master, it's possible that the number could be issued to another customer.

The Customer Master Number Reference maintenance table allows you to enter customizable Reference codes for telephone numbers. An example might be a code for "Official Line." You can then go to the telephone number maintenance table and tag the reference code "Official Line" to corresponding telephone numbers.

Later, when you are assigning phone numbers in the Service Order Number Selector, you'll see a column for the Reference code, making it easy for you to identify those numbers that have been tagged with a reference.

For more information on this and other features for managing phone numbers, we suggest the Network Number Management web training course.

Keep your Techs from running behind with MACC Mobile

MACC Mobile lets your Techs (plus everyone else!) work smarter and be more efficient. That means they'll stay on schedule to keep your customers happy and cut down on overtime.

MACC Mobile makes key Customer Master and Accounting Master information available via smartphones or tablet computers. This means...

- Fewer truck rolls for technicians as paper service orders are eliminated
- Techs can close out their own tickets to save CSRs time
- Account information is always available to help close the sale
- Work schedules can be viewed and hours logged remotely
- You can even conduct inventory using a smartphone
- Much, much more!

Here is what one of your peers says about MACC Mobile

"MACC Mobile is very user friendly and easy to use, there are no paper tickets so our technicians do not have to come back to the office to pick them up and this allows for the quicker service times," staff said. "And the technicians close their own tickets so it also saves time for the CSRs."

-WTC Communications, Wilton, Iowa

Ready for MACC Mobile at your company? Contact your MACC Client Relations Manager or Account Manager today!