

# Opening New Doors for Access Control Provider



**Client:** Access Security

## **The Challenge:**

Finding a turnkey solution with POS features that integrated with inventory management, credit card processing, connectivity and security.

## **The Solution: MAS 90**

**Ben Cogan,**

### **VP Access Security:**

"CompuData was the only vendor who asked us detailed questions so they could customize a solution to meet our needs.... The difference between our former product and MAS 90 is like night and day.

CompuData took the time to know us. They asked the right questions and Access Security got the right answers."

For over three decades, Access Security Corporation of Warminster, PA has provided total security solutions to entities such as the U.S. Postal Service, Penn State University, and W. Atlee Burpee & Company. From



installation to engineering to service support, Access Security addresses every facet of its clients' security needs through computerized access control and alarm monitoring, closed circuit television, and command and control consoles.

Yet in matters of security solutions, one size does not fit all. To offer the system that will best serve a client, an access control provider needs to be acutely aware of the client's needs, how the client conducts business, and the client's future plans. An overlooked detail can result in disaster.

## **PERSONAL INTERESTS**

"We take a personal interest in our clients," said Access Security Vice President Ben Cogan, whose family owns the business. "The best way to serve them is to know them."

This same client service philosophy has kept Access Security thriving since it opened up as a small lock shop in 1972. At that time, Access Security began designing, assembling,

testing, installing and servicing integrated security systems. Since then, Access Security has opened an attractive retail showroom where to this day it sells top quality decorative locks, safes, and other security accessories. Today, both its retail and security divisions are known as dependable, honest, and trusted industry leaders.

Access Security expects the same qualities from its vendors. And so when it purchased a business solutions package, the company was confident that it invested in a tool that would help manage its diverse needs. Unfortunately, that was not the case.

"We needed to automate our retail transactions," said Cogan. "So, a point-of-sale feature was an important component in the business solution we sought, along with an effective accounting package. Instead, we had purchased a nightmare."

## **TRY, TRY AGAIN**

Due to a number of challenges with the vendor who sold the business solutions package, Access Security decided to hire another company to install the software. Since the new vendor needed to import seventeen years of information from Access Security's DOS system, the Cogan family closed the retail shop for a weekend and placed a sign on the door to explain the situation.

Coincidentally, CompuData CEO Steve Ciarciello stopped by that weekend to purchase a padlock. As the sign requested, he returned the following week.

Naturally, Ciarciello inquired about the software conversion. "The look in Ben's eyes said it all," said Ciarciello. "The Cogan family were not very happy with their new software."

In addition to offering many quality items, Access Security's retail division duplicates more than 40,000 keys per year. Key



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duplications are low-cost to the customer, yet provide a high profit margin for the vendor, adding substantially to the bottom line.

But the key duplication process nearly locked up. The new software was not designed to manage point-of-sale (POS) transactions. Although it takes seconds to cut a key, customers had to wait several minutes for the sales transactions to complete due to the software's inefficiency.

That was only part of the nightmare. The data conversion was completely inaccurate. Information was scattered rather than filed. All accounting features were rendered ineffective. The one-size-fits-all software was too small to accommodate Access Security's needs.

### BETTER SOLUTIONS

After hearing the details about the difficulties the new software created, Ciarcello invited the Cogans over to his office to discuss solutions that might work for Access Security.

"After the last two vendors, we were skeptical," admitted Cogan. "But, Steve was willing to meet us after hours, so we were off to a good start."

The meeting lasted several hours as the Cogans asked numerous detailed questions about solutions that CompuData offered. And, Ciarcello asked the Cogans numerous questions about Access Security, how it did business, and what its future plans were.

"The vendor who sold us the business solution sold us something that Access Security was too big for," said Cogan. "And the second guy didn't bother telling us we were sold the wrong product. Steve was the only one who asked us detailed questions so he could customize a solution to meet our needs. We only assumed the other vendors had our best interests in mind."

Ciarcello introduced the Cogans to MAS 90. Clearly, Access Security needed a turnkey product that would provide POS solutions that integrated with inventory management, credit card processing, connectivity and security.

Other important benefits MAS 90 provides Access Security are recurring billing, customized reports, purchase order processing, AP/AR, and a full array of accounting features.

"We are now able to make better business decisions," said Cogan. "We can analyze cash flow, determine who our top customers are by profit percentage and dollar figures, and quickly access vital information. MAS 90 is like having an onsite marketing analyst."

### THE TEST OF TIME

Close to a year has passed since Access Security has implemented MAS 90 and business is booming for the Cogans. Whatever their future needs may be, the MAS 90 family of products will be able to grow with their business.

"The difference between our former product and MAS 90 is like night and day," said Cogan. "Steve took the time to know us. He asked the right questions and Access Security got the right answers."

Are you working with software that is no longer able to meet the demands of your growing business? Call CompuData today to find out if there may be a more cost effective and efficient way to address your business needs. ■

