



**LEVESYS**

# UNIVERSAL CONSTRUCTIONS

## – THE IMPORTANCE OF SUPPORT

### THE CLIENT

Universal Constructions has been involved in general industrial and commercial construction since 1952. Particularly known for their excellent reputation for quality in the construction of schools and educational amenities, for both public and private sectors, Universal Constructions also bring their knowledge and expertise to some unusual projects including a juvenile prison complex, a weather station off the North-West Coast of West Australia, and the African Savannah at Perth Zoo.

### THE CHALLENGE

Universal Constructions had been using an integrated software package since the mid 1980's, and while they found the package to be adequate for their operations, the weakness in its financials became a serious problem over time. "We could not reconcile the Balance Sheet with the package and support was always quick, uncaring and basically hopeless," said Sheila Watters, the Office Manager for Universal Constructions. "We were spending thousands of dollars every year with our accountants and receiving no support from the package supplier, therefore we started to look for alternatives."

### THE SOLUTION

The search began for a software provider who valued not only the software, but also the service to support their product. LEVESYS was selected after an extensive review process. Various solutions were considered however the requirement for prompt and caring support were paramount. The solution provided to Universal needed to be a product with excellent attention to services and support. No other provider had this balance required.

### THE RESULT

Universal Constructions are happy with their choice of software and service provider. They find the integrated payroll straightforward and easy to use.

Sheila stated "LEVESYS saves us time and money in balancing our General Ledger, and with our accountant". "LEVESYS have delivered on all their promises every time. We have never been let down. And when we call for support we never feel like second class citizens – all questions are valued and we are treated with respect."



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