



Jet Support Services, Inc. Case Study

Nodus Technologies Provides Key Functionality to Support JSSI's Award Winning Technology Solution

"Before implementing eStore Advantage and Credit Card Advantage from Nodus Technologies, our personnel spent precious time on manual processes. Nodus provided us with the tools we needed to gain greater control over the way we account for payments and manage our business efficiently and effectively."

- John LeBeau, Director of Financial Processes and Systems for JSSI

Solution Overview

Industry

Aviation

Benefits

Leveraging the dynamic capabilities offered by eStore Advantage and Credit Card Advantage, JSSI implemented a solution that ties the front and back office together seamlessly.

Since using Nodus eStore Advantage to create this portal, the number of customers using Credit Card and eCheck payments has tripled.

Software Used

eStore Advantage
Credit Card Advantage

Awards

JSSI received the Microsoft Pinnacle Award for Excellence in Innovation.

The Excellence in Innovation Award recognizes customers whose creative use of technology in their business management system delivers measurable benefits to their organization.

About JSSI

Founded in 1989, JSSI provides customers with comprehensive, flexible and affordable financial tools for managing the often unpredictable costs of operating and maintaining nearly all types of turbine-powered aircraft, including jets, turbo-props and turbine powered helicopters. The only independent hourly cost maintenance provider, JSSI serves customers globally and manages maintenance services through its network of technical advisors stationed worldwide.

For more information about the company, visit: www.askjssi.com.



About LANAC Technology

LANAC Technology assists midsize to large companies move their business forward with Microsoft Dynamics GP. For more information visit: www.lanactech.com.

Summary

Leveraging multiple technologies supported and offered by Microsoft; and the dynamic functionality offered by Nodus Technologies' Credit Card Advantage and eStore Advantage, JSSI created an electronic business platform where JSSI customers, vendors, and employees conduct their business online. Customers can view their invoices, payment history, and payment options before paying invoices online via credit card or electronic check. Bank reconciliation is simplified and time saved as the data captured from transactions posted using eStore Advantage is automatically reconciled with bank statements and exceptions highlighted.

"The customer and bank reconciliation portals enable JSSI team members that were once focused on data entry and processing to focus on data integrity and analysis," said John LeBeau, JSSI director of financial processes and systems. "Nodus' powerful solutions helped us to slash the time it takes to create invoices, make payments against them, and reconcile transactions."

The Challenge

JSSI provides hourly cost maintenance programs and associated services to the aviation industry. They assist their clients in achieving budget stability, cost effective operations, and flexibility in mission-specific product design. JSSI offers a range of financial maintenance programs that cover all or a portion of costs related to major scheduled maintenance, sudden physical loss or damage necessitating immediate repair or replacement, and recommended and mandatory service bulletins.

After a decade of success providing clients ranging from single aircraft owners to the largest corporations in the world with hourly cost maintenance programs for turbine engines, the company started the Tip-to-Tail program, expanding the coverage to airframes as well. To date, JSSI covers a portfolio of over 2,000 engines and 120 airframes globally.

Prior to implementing the Credit Card Advantage and eStore Advantage solutions from Nodus Technologies, JSSI found themselves wasting time entering and re-entering data, reconciling monthly bank statements, and managing credit card and electronic check payments via a stand-alone processing terminal. It became increasingly apparent that the company needed to find a solution that would simplify acceptance and management of credit and electronic check payments.

"Before we started using the Nodus products, we used a terminal to process credit card transactions, then manually entered the cash receipt into Great Plains," said LeBeau. "Unfortunately, this manual process was an ineffective use of manpower and caused much frustration during the bank reconciliation process."

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- John LeBeau, Director of Financial Processes and Systems for JSSI

“This technology helped us improve our collections process... Using the solution's unique feature set, we satisfy our customers' needs for flexibility when making payments.”

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“Nodus solutions have significantly contributed to the success of our Microsoft Dynamics GP solution.”

- John LeBeau, Director of Financial Processes and Systems for JSSI

ABOUT NODUS

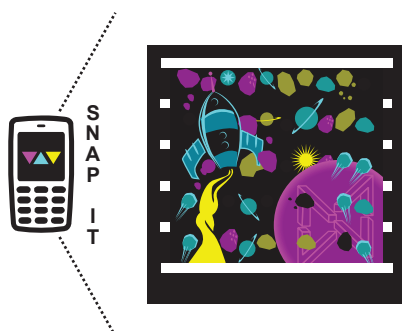
Nodus Technologies, Inc. is a leading provider of electronic payment and business process automation software for small and mid-size companies. Nodus leverages Service Oriented Architecture and web services technologies to provide cost effective, comprehensive: e-commerce, electronic payments and retail management solutions for Microsoft Dynamics® ERP. Please visit www.nodus.com for more information on Nodus® business solutions - eStore Solution Stack, ePay Advantage, Credit Card Advantage, Retail Advantage, and other products and services.

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The Solution

Using multiple technologies offered by Nodus Technologies and Microsoft Business Solutions, JSSI implemented a solution that ties the front and back office together. Leveraging the power of the eConnect technology, JSSI is now able to efficiently and effectively manage payments.

Today, information is entered in various portals, which drive all billing processes and bank interfaces. When a JSSI client enters their flight hours, an invoice is created in Microsoft Dynamics GP by pulling key product and account code information from Inventory and Sales Order Processing, and importing the invoice directly into the Receivables Management Table. The payment transaction is automatically booked, captured and posted to the Microsoft Dynamics GP General Ledger. The portal also updates meters in the Microsoft Dynamics GP Contract Administration equipment tables, which in turn drives accurate forecasting and timing of future maintenance events. Once a customer enters his/her data, there is no human intervention, which greatly reduces the chance for error.

"This technology helped us improve our collections process as well," said LeBeau. "Using the solution's unique feature set, we satisfy our customers' needs for flexibility when making payments. International customers can utilize a less expensive method of payment and we can authorize credit card transactions for delinquent customers while they're on the phone; all of which improve our bottom line."

The systems and processes that JSSI has implemented are beneficial for everyone. Employees have information readily available at their fingertips and customers have access to their information complete with self-service capabilities from virtually anywhere. Vendors also can now take a more active role in the invoice submission process.

Implementation Results

JSSI's web portal allows customers to create, view and pay invoices by credit card or eCheck. Leveraging the dynamic capabilities offered by eStore Advantage, after a customer enters his/her data, there is no human intervention, which greatly reduces the chance for error. Because of the portal, JSSI team members that were once focused on data entry and processing are now focused on data integrity and analysis.

In addition, since using Nodus eStore Advantage to create this portal, the number of customers using credit card and eCheck payments has tripled. JSSI's customer portal currently processes transaction data for over 900 customers and receives more than 2,400 unique visits and 100,000 page views each month.

JSSI's accounting staff now reviews, posts and inquires on past transactions with ease. Encrypted data flows right to the customers account and to the bank reconciliation module in the same manner as any cash receipt transaction. In addition, JSSI worked with Nodus' development staff to modify the solution to fit their unique situation.

"Nodus Technologies contributed to the success of our Dynamics GP solution. Since the implementation of the portal, the time it takes to create invoices and make payment against them has significantly decreased as the process itself has been streamlined," said LeBeau. "In addition, the solution has accelerated cash receipts as many of our customers now pay at the time the invoice is created."