

Black's Tire Prevents a Blowout: How TI Fixed Their Flat Tires and Transformed Operations to Save Thousands

Overview

Black's Tire, located in Ottumwa, Iowa, is a trusted tire retailer and service provider known for its exceptional customer service and commitment to quality. Since 2004, Black's Tire has partnered with Technology Integrators (TI) to modernize its operations, streamline processes, and build a financial and operational backbone that supports growth and efficiency.

The Challenge

As business expanded, Black's Tire faced growing challenges that manual processes and outdated systems could no longer support:

- Time-consuming closings, with manual reconciliations delaying end-of-day operations.
- Difficulty tracking vehicle history, making it hard to access service records quickly.
- Risk of missed jobs, especially during busy periods when billing could be overlooked.
- Limited visibility into inventory, creating inefficiencies when trying to manage parts and availability.

"Before TI, we had to guess how much money walked out the door because it wasn't in the system. We've saved tens of thousands of dollars since moving everything into Sage and modernizing our way of doing business." – Jim Robinson.

The Solution

Technology Integrators, led by Jeff Schwenk, delivered solutions that transformed Black's Tire's operations:

- Implemented Sage Software, providing an integrated accounting and inventory management platform.
- Set up checks and balances that reduced the chance of missed billing and improved accuracy.
- Introduced history tracking tools, enabling employees to pull mileage, vehicle numbers, and past transactions instantly.
- Leveraged Sage Inventory Management, empowering the team to check availability, costs, and purchase history at any time.
- Provided ongoing remote support, ensuring Black's Tire could access Jeff's expertise whenever needed, no matter where he was.

"Technology has evolved, and so has our partnership. Jeff can be anywhere in the world and still be right there helping us when we need him." – Jim Robinson.

The Impact

With TI's guidance, Black's Tire experienced measurable improvements:

- Significant cost savings, recovering tens of thousands of dollars that might otherwise have been lost.
- Faster closings, reducing end-of-day reconciliations from hours to minutes.
- Improved billing accuracy, with safeguards in place to prevent jobs from being missed.
- Better customer service, as staff can instantly access vehicle history and service records.
- Modernized operations, creating a more professional, efficient, and scalable business.

"Everything we use from Sage impacts us. The inventory module alone has changed how we operate and serve customers." – Jim Robinson.

The Experience

The relationship with Technology Integrators is both professional and personal. Work always comes first, but the partnership has grown into a friendship built on mutual trust.

"It's professional, but friendly. Work gets done first, and then we can have fun and joke around. Jeff is like another co-worker, elbow to elbow in the pits with us, even from 1,000 miles away". – Jim Robinson.

Ongoing Partnership

After more than two decades, TI remains a cornerstone of Black's Tire's success. With evolving technology and Sage's continuous improvements, the company remains confident that its systems and its support will scale with it.

"Jeff is there when we need him and goes out of his way to take care of us. That's grown into a real friendship." – Jim Robinson.

Why Technology Integrators

Black's considered other providers, but quickly realized that what set Technology Integrators apart was Jeff Schwenk's unwavering dedication and personal service. No matter the situation, even if he was on vacation, Jeff always made himself available. He works side by side with the Black's Tire team, almost like another co-worker, providing not just software expertise, but also sound advice shaped by his CPA background and years of experience. Over the years, his approach has proven that it's more than about the software; it's about service, partnership, and trust.

"We chose Technology Integrators because Jeff doesn't just solve problems. Jeff thinks on a level beyond ours, and it's all about the bottom line. That perspective has changed how we do business and given us the confidence that every decision is the right one." – Jim Robinson.

Would You Recommend Them?

Yes, without hesitation.

"I'd hate to do this without him. I don't think we'd be around if we hadn't found Jeff. We rely heavily on him, and the business partnership we've built has shaped us into who we are today." – Jim Robinson.