

## Long Haul Trucking's Decades-Long TI Partnership Saves Thousands of Dollars and Time

### Overview

Long Haul Trucking, headquartered in Clearwater, Minnesota, has built a reputation for dependability and efficiency in the trucking industry. For over 21 years, the company has partnered with John Wilder and Technology Integrators (TI) to keep their Sage software environment optimized and their business operations running smoothly.

### The Challenge

As Long Haul Trucking expanded, so did the complexity of its financial operations. Key pain points included:

- **Setting up new companies** within Sage, which required detailed knowledge to ensure accuracy from the start.
- **Managing Sage deposits and cash receipts**, where even minor errors could cause delays or inefficiencies.
- **Unexpected system issues** that, if unresolved, risk slow down day-to-day operations and impacting cash flow.
- **The need for fast, reliable support**, since waiting on a call center was not an option for time-sensitive trucking operations.

Without a trusted partner, these challenges could have disrupted efficiency and placed unnecessary strain on staff.

*"John has helped with countless things, setting up new companies, Sage deposits, and resolving issues as they arise. Anytime there's a problem, John is there to help." – Jayna Wiltsey.*

### The Solution

Technology Integrators, led by John Wilder, became Long Haul Trucking's go-to partner for keeping Sage optimized and operations on track. With deep expertise and a responsive approach, John ensured every issue was handled quickly and thoroughly. Key solutions included:

- Seamless company setups within Sage, ensuring each new entity was configured correctly and ready to operate without disruption.
- Expert guidance on Sage deposits and cash receipts, making financial processes more efficient and minimizing errors.
- Rapid troubleshooting of system issues, so that problems never lingered long enough to slow down operations.

- Collaboration across the TI team whenever a challenge required specialized expertise, ensuring Long Haul always had the right solution.

By combining technical knowledge with a hands-on, personal approach, TI created an environment where Long Haul's team felt confident reaching out for help, whether it was for a critical system fix or a smaller day-to-day question.

*"He just does it, he knows everything, and if he doesn't, he'll reach out to other TI members for help. He's super knowledgeable." – Jayna Wiltsey.*

## The Impact

With Sage supported by Technology Integrators, Long Haul Trucking has seen measurable improvements in efficiency and reliability. The partnership has delivered:

- Streamlined financial processes, with Sage deposits and cash receipts entered quickly and accurately.
- Faster issue resolution, ensuring that problems are only temporary and never disrupt business for long.
- Confidence in system reliability, knowing that John and the TI team can step in at a moment's notice.
- User-friendly software tools, especially the cash receipts interface, which makes daily tasks simple for staff.
- Peace of mind, with a partner who understands their business history and provides personalized, ongoing support.

*"Sage has always sped up our processes, and at this point, the only thing we want to continue working with is John and Sage." – Jayna Wiltsey.*

## The Experience

The relationship with TI has been defined by trust, consistency, and reliability. Long Haul values knowing that they have a partner who understands their environment and is ready to help at any time.

*"We love it. We love the relationship we've built over the years. John gets us the help we need and always makes time for us." – Jayna Wiltsey.*

## Ongoing Partnership

With more than two decades of partnership, Long Haul Trucking continues to see TI as an extension of its team. TI's personal, on-site support and deep knowledge of their business create confidence that any challenge will be handled quickly and effectively.

*"It's way more personable. John is a shoulder to lean on, and it's easier to reach out to him than a call center that doesn't know your history." – Jayna Wiltsey.*



### **Why Technology Integrators**

Long Haul continues to choose TI because of the personalized, local service they provide. With John, support is never routed through a call center; it's direct, fast, and tailored to the business. That personal connection sets TI apart from larger providers.

*"You won't get the same personal service with a big company. With John, you know him on a one-to-one basis, and he can help at a moment's notice." – Jayna Wiltsey.*

### **Would They Recommend TI?**

Yes — without hesitation.

*"Definitely use them! The service you'll get from TI is superb. They go above and beyond expectations and are always there to help promptly." – Jayna Wiltsey.*

