

## Working Smarter, Not Harder: Eclipse Tools Streamline with TI

### Overview

Eclipse Tools, headquartered in Amelia Court House, Virginia, is a leading distributor and importer of high-quality tools, accessories, and testing equipment. Known for serving a wide range of industries, Eclipse Tools required reliable systems and reporting to keep pace with its growth and increasing complexity. For the past 11 years, the company has relied on Technology Integrators (TI) and Jeff Schwenk to modernize processes, streamline operations, and deliver personalized support that larger providers can't match.

### The Challenge

When Belinda Ricketts joined Eclipse Tools, Technology Integrators was already in place — and for good reason. The company was facing multiple challenges that required immediate and ongoing expertise:

- Payroll inefficiencies, slowing down back-office processes.
- Difficulty running reports and financials, limiting visibility.
- Outdated General Ledger, which needed updating and optimization.
- No system alerts, leaving overdue accounts unnoticed until it was too late.
- Compliance requirements, such as California's Proposition 65, that need to be tracked company-wide.
- Complex tax needs, including coordination with Avalara and Sage, to properly manage collection.

*"We were already working with Jeff when I arrived, and it quickly became clear why. He streamlined payroll, added alerts, modernized reporting, and even built compliance tracking for Prop 65. These were game changers." – Belinda Ricketts.*

### The Solution

Technology Integrators tailored Eclipse Tools' Sage system to meet the company's unique needs as a distributor and importer. By understanding the quirks of the business, Jeff was able to customize solutions that fit perfectly:

- Implemented system alerts, such as 30-day past-due reminders.
- Set up Prop 65 compliance tracking, ensuring customers accepted and complied with the required terms.
- Coordinated Avalara integration, making tax collection seamless.
- Enhanced financial visibility, updating the General Ledger and expanding reporting options.
- Streamlined Amazon Seller Central processes, customizing Sage cash receipts to recognize POs and save significant time.
- Designed custom queries and reports, including sales by customer type, online vs. merchant sales, and regional metrics.

*"Jeff understands our business inside and out. From custom sales reports to Amazon Seller Central workflows, he knows how to adapt Sage to fit us perfectly." – Belinda Ricketts.*

## The Impact

The changes have had a lasting impact on efficiency, visibility, and decision-making:

- Faster insights, with alerts replacing the need for lengthy ageing reports.
- Time savings, through custom tabs and streamlined processes in cash receipts.
- Data-driven decisions, with queries and graphs that show trends in sales, customers, and regions.
- Improved compliance, tracking Prop 65 adherence, and ensuring accurate tax management.
- Operational efficiency, with reporting tailored for leadership and monthly presentations.

*“At the end of the day, we’re keeping up with daily numbers, and Jeff has streamlined the reports so we’re not wasting time. He makes sure we’re working smarter, not harder.” – Belinda Ricketts.*

## The Experience

For Eclipse Tools, working with Technology Integrators has always been about more than just technical expertise. It’s personal, responsive support that sets them apart.

*“With TI, you’re a name, not a number. You don’t go through a service department or a robot; you get Jeff directly. It’s personal, fast, and effective.” – Belinda Ricketts.*

## Ongoing Partnership

Over 11 years later, Eclipse Tools continues to rely on Technology Integrators for support and strategy. As the business evolves, Jeff remains a constant partner who ensures Sage works for the company’s specific needs.

*“A lot of times, we could have been stuck without Jeff. Even if we called Sage directly, we wouldn’t get the quick turnaround we get with him, and usually, he’ll add a funny joke to go with it.” – Belinda Ricketts.*

## Why Technology Integrators

For Eclipse Tools, choosing TI is about more than cost savings; it’s about value, availability, and the human element. Jeff combines expertise with a personal touch, offering solutions tailored to the quirks of each business he works with.

*“Jeff is reasonably priced, but the value is what makes the difference. He’s always available, even after hours if needed, and he always has a solution. You never get service like this anywhere else.” – Belinda Ricketts.*

## Would You Recommend Them?

Yes, without hesitation.

*“Yes, I would recommend TI without hesitation. Jeff takes the time to understand your business, and the solutions he delivers make an immediate difference. It’s rare to find someone who combines technical expertise with genuine personal service, but that’s exactly what we get with TI.”*