

Two Offices, One Solution: Tower Systems Simplifies Payroll and Reporting with TI

Overview

Tower Systems Inc., headquartered in Watertown, South Dakota, with an additional office in Florida, has been providing industry-leading solutions in metal construction for decades. To maintain operational excellence across multiple locations, Tower Systems required a robust accounting and payroll system supported by reliable technical assistance. Since the early 2000s, the company has partnered with Technology Integrators (TI) and Barb Rippberger to ensure that their Sage 100 system not only runs smoothly but is tailored to meet their unique business needs.

The Challenge

When Tower Systems first sought out Technology Integrators in 2003, they were looking for help with job costing and labor tracking, areas that lacked accuracy and efficiency. Over time, as the company grew and expanded to multiple locations, new challenges arose:

- Separate payroll systems for each location created inefficiencies.
- Data formats weren't aligned, making reporting and compliance difficult.
- Leadership lacked real-time visibility into job costs and payments to keep projects on track.
- Bank reporting processes were inconsistent, creating risks around direct deposit and payroll compliance.

"Initially, we needed better ways to track job costs and labor. By the time I joined in 2012, the challenges had grown, payroll systems weren't aligned, and leadership needed real-time data to make confident decisions." – Patty Wiekamp.

The Solution

Technology Integrators stepped in to tailor Sage 100 to Tower Systems' specific requirements. With Barb Rippberger leading the effort, TI implemented customizations and improvements that made a lasting impact:

- Merged payroll systems across two locations into one streamlined solution.
- Developed longer data fields and new codes, ensuring consistency across systems.
- Integrated direct deposit and tested files to guarantee accuracy with the bank.
- Created custom reports, pulling data together to support leadership with job costing and financial insights.
- Guided software updates, ensuring new functionality could be leveraged efficiently.

"Barb helped merge systems, create new codes, test everything, and ensure it was put together correctly. She gave us the tools to grow and kept everything moving forward." – Patty Wiekamp.

The Impact

The results of partnering with Technology Integrators have been significant:

- Real-time visibility into job costs, payments, and financials.
- Smooth, accurate payroll across locations with integrated direct deposit.
- Customized reports designed to match Tower Systems' business needs.
- Increased efficiency, with software updates and streamlined processes, saving time and resources.
- A strong financial backbone that supports both day-to-day operations and long-term growth.

"Everything runs smoother, payments are timely, and we get real-time information. When I need a custom report, Barb pulls it all together quickly. It's been a huge help." – Patty Wiekamp.

The Experience

For Patty and the Tower Systems team, working with TI is defined by professionalism, responsiveness, and a personal touch.

"It's been an outstanding experience. If Barb isn't available, someone else from the TI team steps in. They're always willing to go the extra mile and design the reports we need to run the business." – Patty Wiekamp.

Ongoing Partnership

After more than a decade of working together, Tower Systems continues to rely on TI's guidance and expertise. Barb's ability to visit in person when needed, combined with TI's broader support team, ensures the company always feels supported.

"It's nice to talk to someone directly. I'd rather call Barb than deal with a chatbot or a call center. She knows our business and has always been there when we needed her." – Patty Wiekamp.

Why Technology Integrators

Tower Systems could have chosen larger providers, but the personal, human-centered approach made TI the clear choice. Local support, quick response times, and the ability to tailor Sage to specific needs were invaluable.

"Technology Integrators is hands-on and human-centric. They're local, responsive, and always willing to help find the best solution for our needs." – Patty Wiekamp.

Would You Recommend Them?

Yes, without doubt!

"If you want a hands-on relationship with people, you can call and talk to, Technology Integrators is the right choice. You'll always receive a timely response and a solution tailored to your business needs. We greatly appreciate the relationship we've had for more than 12 years." – Patty Wiekamp.