

A Miracle Migration: TI Saves Mill Cabinet Shop's Data and Future

Overview

Mill Cabinet Shop, based in Bridgewater, Virginia, has been a trusted name in custom cabinetry for decades. Like many long-standing businesses, their accounting and operations relied on systems that worked well for years, until one day, they no longer did. Facing outdated software and mounting inefficiencies, Mill Cabinet Shop turned to Technology Integrators (TI) in 2013. Over the past 11 years, Jeff Schwenk and TI have helped the company modernize its systems, streamline operations, and save valuable time while protecting critical financial data.

The Challenge

Mill Cabinet Shop's systems had gone years without updates. Relying on Sage MAS in older versions and supported mainly through an outside accountant, everything worked fine until it didn't. When the system finally reached a breaking point, the risks became clear:

- Outdated software versions left the business vulnerable and unsupported.
- Risk of data loss if starting fresh, as past work and records might not carry over.
- Manual processes that made daily tasks inefficient and time-consuming.
- Mounting operational pressure to modernize before the accounting backbone collapsed.

"We were so far behind on updates that the system shouldn't have worked, but Jeff made it work. He was a miracle worker who saved our past data and got us migrated into the current version." – Pat Shiflet.

The Solution

Technology Integrators delivered precisely what Mill Cabinet Shop needed: a lifeline and a path forward. Jeff Schwenk guided the company through a complex migration, preserving years of data while modernizing their Sage system. From there, he tailored solutions to meet the business's needs:

- Performed a critical migration, saving historic accounting records and bringing Sage up to the latest version.
- Automated manual tasks, reducing wasted time and improving accuracy.
- Created custom solutions, such as scanning and attaching digital invoices directly into Sage with just a few clicks.
- Introduced time-saving tools, including automated bank reconciliation imports that transformed a dreaded hours-long task into a 20-minute process.

"Jeff just knows Sage and all the get-arounds. He set us up, so I don't have to dig for invoices anymore — now it's just a couple of clicks." – Pat Shiflet.

The Impact

The improvements have been dramatic, turning Sage into a reliable, time-saving backbone for the business:

- Bank reconciliation has been reduced from hours to under 20 minutes.
- Increased confidence in data accuracy, with past records preserved.
- Automated processes that eliminate repetitive manual work.
- Peace of mind, knowing the accounting system is stable, current, and secure.

“Jeff has brought me up to date and shown me things I didn’t even know I needed. Now I look back and think, what was I doing wasting all that time?” – Pat Shiflet.

The Experience

Working with Technology Integrators has been defined by responsiveness, consistency, and trust. Unlike calling a random help desk or call center, Mill Cabinet Shop values working directly with Jeff, who knows their business and responds quickly.

“It’s a phone call, a login, or a visit away. When I send Jeff an email, he’s quick to respond, connect with me, fix the issue, and follow up. It’s never days later, it’s consistent communication.” – Pat Shiflet.

Ongoing Partnership

More than a decade later, Pat Shiflet knows that he doesn’t have to worry about Sage. With millions of dollars and dozens of employees depending on accurate, reliable accounting, that peace of mind is invaluable.

“I have five million things to worry about, but Sage isn’t one of them. If something goes wrong, I know Jeff will have me back up and running in no time. That’s the kind of confidence you can’t put a price on.” – Pat Shiflet.

Why Technology Integrators

While Sage initially referred Mill Cabinet Shop to TI, Pat quickly discovered that working with Jeff was about much more than software expertise. Jeff’s local presence, personal service, and ability to explain complex processes in plain language set him apart. He tailors his communication to fit each person’s needs, ensuring no one feels left behind.

“Jeff is straightforward, very easy to talk to, and he explains things on your level. I’m not high-tech, but he adjusts to me. If you’re more tech-driven, he’ll match that too. He makes sure no one feels small.” – Pat Shiflet

Would You Recommend Them?

Absolutely. Pat emphasizes that Technology Integrators has not only modernized their operations but also become a trusted partner in the company’s growth.

“Yes, I’d recommend TI. Jeff is easy to work with, explains things in terms you understand, and finds ways to save you time and money. Sage is the best thing for both old-school guys like me and the next generation. – Pat Shiflet