

## **Customer Case Study: ReQuest Multimedia**

### **Profile: A Request for Enterprise Solutions**

#### **Industry: Manufacturing & Wholesale**

ReQuest Multimedia is a good example of a company growing strong and fast. Based in Troy, New York, ReQuest makes customized home entertainment centers that bring in annual sales of \$4 million. ReQuest relies on a network of 300 dealers to do the equipment installations, but its 22 employees handle the sales, manufacturing and R&D duties all by themselves.

ReQuest has used QuickBooks since its start five years ago, but fast growth meant the company needed to get more out of its software. "We were hiring one new person per month, but QuickBooks Premier 2002 only allowed five people on at one time," says Chief Operating Officer Zachary Piech. He called up the help center and found out about QuickBooks Enterprise Solutions, which he ordered right away. "Since we had already been using QuickBooks for several years, this was a no-brainer. We didn't need to re-train everyone on a totally new system."

ReQuest's departments use QuickBooks Enterprise Solutions in various ways. Operations uses the software to track cross-shipments if there are equipment failures. Accounting checks invoices' due dates by tracking the time lengths in accounts receivable. Sales staff creates estimates for pro-forma invoices, then converts those numbers into sales orders and then invoices. Management uses QuickBooks Enterprise Solutions for reports. Says Piech, "We look at what number of units and what type of units sold, then we make sales reports based on those figures."

On any workday, ReQuest has up to eight people accessing different information at one time. With this capacity, Piech expects QuickBooks Enterprise Solutions to help ReQuest with its growth over the next two years. "Having 10 simultaneous users definitely helps us manage operations better. QuickBooks has been good to us."