Stonefield Query for HEAT the Solution for Customer Service

XPIENT Solutions in the Spotlight

Headquartered in Charlotte, NC, XPIENT Solutions is considered the leading supplier of fully integrated point-of-sale, back office and enterprise solutions and support services to the Quick Service, Fast Casual and Family Dining Restaurant segments. Entering the food service marketplace in 1991, XPIENT is currently installed on over 90,000 terminals in over 24,000 locations in such high profile accounts as Jack in the Box, Arby's, and Steak n Shake.

John Shannon is the Vice President of Customer Care. After Joining XPIENT Solutions in 2006, John decided to look for a replacement for Crystal Reports and was the individual responsible for selecting Stonefield Query for HEAT.

The Help Desk's Reporting Problem

Upon John's arrival he reviewed their systems and decided to upgrade to the latest version of HEAT and added a few new HEAT modules. After the upgrades were complete, John attempted to run the existing Crystal Reports created by his predecessor, only to discover that the reports would come back missing information or with no information at all.

John went through the reports and found that only a limited number were compatible with the upgraded system. He discovered that in order for the existing reports to work with the upgraded version of HEAT he was going to have to rewrite the reports.

John attempted to work with Crystal Reports to modify existing reports and create new ones. However he was unsuccessful in his attempts and found Crystal hard to understand and extremely difficult to work with.

"Crystal Reports is a powerful reporting tool that requires a steep learning curve and an advanced technical background to be able to learn how to use it," said John. "In order to accommodate our growing business we needed a solution that was easy-to-use right out of box."

The Stonefield Solution

Beverly Waters is a certified HEAT Consultant with CreekPointe. After discussing problems John had with Crystal Reports, Beverly recommended Stonefield Query for HEAT as the data mining and reporting-writing solution.

Before John decided to purchase Stonefield Query for HEAT, he downloaded the free thirty-day trial version of the software and attended the online webinars. Since they purchased the software, they have scheduled advanced online training and attend Stonefield's online webinars as often as they can.

The Result

Before the arrival of Stonefield Query, HEAT clients had to request and pay for any report generated for them. Stonefield Query has had a tremendous impact on customer service. Clients now receive daily reports free of charge and the help desk has the ability to generate a new report while on the phone with a client. The ability to provide instant communication is appreciated and has separated them from the competition, earning them the respect and loyalty of their clients.

XPIENT Solutions uses Stonefield Query for HEAT for all of their reporting needs. Jennifer Campbell is a Level 1 Help Desk Support analyst and the primary report designer for Stonefield Query. She has created over sixty different templates and sends out over forty reports on a daily basis. XPIENT Solutions uses Stonefield Query daily to analyze trends, create help desk tickets, and for all customer and internal reporting.

XPIENT Solutions has used Stonefield Query for HEAT since July 2006. They have recently upgraded to the latest version of the software.

"Everyone loves Stonefield Query," said John. "It is the easiest to use report writer that I have ever had the pleasure of working with."