

CONSTRUCTION SPECIALISTS, INC.
dba **CSI SUPPLY**

**Handy Member HITS the NAIL on the HEAD
with PLUS&MINUS SOFTWARE**

Construction Specialist, Inc., d.b.a. CSI Supply has been a client of [Plus&Minus Software](#) since January 2000. CSI Supply is a hardware retailer and is one of two locations in Texas owned by Karl Krog and his family. CSI Supply is located in Orange. The second location is in Austin and is operated under the name Applied Tool & Supply. CSI Supply is a member of the True Value COOP, and Applied Tool & Supply is a Handy Hardware member.

Both companies are now using [Plus&Minus](#) in the areas of point-of-sale, general ledger, accounts payable, bank reconciliation, accounts receivable, purchasing, payroll, inventory, fixed assets and reporting. [Plus&Minus](#) has provided improvements for our businesses in reordering and real-time inventory control, which has resulted in better cash flow management. [Plus&Minus](#) has proven to be easy to use and reliable. The reporting functions and real-time operation of the system allows up to the minute reporting on the status of each business.

In November of 2004 the Krog's purchased Applied Tool & Supply in Austin. Applied Tool & Supply was an existing Handy Hardware member and was running a DOS based accounting application. The decision to use [Plus&Minus](#) at this location was a logical step based on our experiences with the application and the support personnel at [Plus&Minus](#). The biggest hurdle to a smooth transition was the conversion of the existing data from the old company to [Plus&Minus](#). Once the change of ownership occurred, the [Plus&Minus](#) support team was able to convert the old data and have the new system up and running in three days.

[Plus&Minus](#)' approach to technical support is completely different from any other software provider. For a reasonable monthly fee CSI Supply and Applied Tool & Supply receive unlimited software support. Tom Purcell, [Plus&Minus](#)'s, Technical Support Manager, provides excellent support on the software but his previous work experience makes him a valuable asset to my company. Many of my conversations with Tom concern how to utilize [Plus&Minus](#) to improve my business streamline my receiving processes and manage my inventory. Tom's experiences certainly provide "business support" un-rivaled by any other software provider. Tom has become a friend and valued business partner.

The ability to work with the staff at [Plus&Minus](#) to add features and to improve the program has been a unique benefit of [Plus&Minus](#). Two of the features we have been discussing are the use of the purchase order system with Handy Buy's software and the uploading of inventory items and price changes from Handy Hardware's system directly into the [Plus&Minus](#) software. This will not just save time but will ensure that my employees have the most current information available and assist them in making the best purchasing decisions. This is only two examples of the responsiveness and willingness of the staff at [Plus&Minus](#) to meet clients changing needs.

Over the past five years CSI Supply has found [Plus&Minus](#) to be cost effective and easy to use. It has also contributed useful and timely information to help increase profits, provide better inventory controls and ideas to successfully run our businesses.

Karl Krog
President