BuildingPoint
SOFTWARE CONSULTING

# Timely, Expert Software Support

## Bravo Underground

Las Vegas, Nevada

Bravo Underground is an Underground Utility Construction Company.

## Project Description

Bravo Underground had a problem. The company ran into a problem processing W-2 forms the weekend before they were due and needed Sage support so that W-2's could be finished before the IRS deadline.

## The Solution

Bravo Underground contacted OnPoint on Saturday for assistance. A help ticket was raised and routed. An OnPoint consultant was available to help immediately and responded to the ticket.

## The Result

Bravo received the Sage 300 support they needed with quick response over a weekend, thanks to OnPoint's Client Care processes and commitment to excellent service. W-2 forms were generated and filed on time!

## How This Can Apply to Your Company

Partner with Professional Services Companies with adequate resources, a commitment to your success, and internal systems to achieve timely service levels. These key partnerships are truly just that, they are key success factors to your business.