

Paolini Corporation:

After losing software partner, Paolini thrives with Sage Master Builder.

SAGE MASTER BUILDER

It was the kind of surprise that no one likes to encounter when taking on a new job.

In 2004, Louise Paolini decided to join the construction company started 53 years earlier by her father, Angelo. Teaming up with her brother, who runs the firm, she became office manager of Paolini Construction, in Newton, Mass.

Paolini stepped into a big job, supervising five full-time employees in the home office, as well as 25 seasonal employees who work on each project. The firm was generating \$15-20 million in revenue each year, primarily in roadwork, wiring and sewage projects for towns and state offices.

But, just a few weeks after she started, Paolini got some unexpected news. The firm's software partner announced it was leaving the accounting market, and would no longer support customers who had invested in its products.

"I came into the company not knowing how to use a computer," Paolini recalls. "I knew nothing about software, and suddenly I learned that we've got to start from scratch."

But rather than panic, Paolini took a thoughtful and deliberate approach. After looking into several software programs, she decided to go with Sage Master Builder. While she liked the software, she also trusted the service team behind it – Melissa and Gary Lewis.

"Gary Lewis came in and he switched everything over," Paolini recalls. "He did a fabulous job making sure that we lost nothing in the transition."

Then came the challenge of learning how to use the new software. For that, Paolini and her team leaned heavily on Melissa Lewis. Over the next few months, Lewis made frequent trips to Paolini's office to train Paolini and four members of her home-office staff in how to use the product.

"Melissa is incredible," Paolini comments. "She explains everything perfectly. Nothing distracts her. We get every penny out of our investment in her."

Paolini especially likes the accounting module.

"With the old system, I would print something out and have no clue what I was looking at," she says. "With Sage Master Builder, it is so easy to see what you've done. I mean, a fifth-grader could understand these reports. I love the software. I tell everyone to buy it."



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In 2006, Paolini and her team added the project management module.

“We used to keep all the job data in Excel spreadsheets – proposals, time, labor and materials,” Paolini says. “But we had to update everything by hand, and there was no way to tie everything together.”

Now Paolini’s team tracks all that data in Sage Master Builder. “We’re much more accurate using Sage Master Builder,” she observes. “The software even generates its own reports. The reports give us everything we need to know about each job. And the reports are integrated, which saves so much time.”

Paolini also make good use of the software’s job cost journal. “When the general superintendent calls, I can find anything he needs in that journal,” she says. “And after a job is completed, the journal is a great storehouse of information that we use when we estimate other jobs.”

The job reports provide another important service; Paolini and her team can print out everything their accountants need in a few minutes.

Paolini is now a seasoned user of the software, but even today she continues to hone her edge. In fact, she keeps a running list of data-related issues. When that list gets long, she will put a call into Melissa Lewis at United Solutions.

“I prefer to have Melissa come out here and teach us live,” Paolini says. “She sits at my desk and I watch her go through my list. I pick up so much stuff that I would never get in a class.”

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– Louise Paolini, Office Manager, Paolini Construction.

Even with that personal attention, Paolini and her team still take advantage of the training sessions provided at United Solutions headquarters in Marlboro. “The classes are a great way to get the basics,” she comments. “When Melissa comes to our office, it’s like fine-tuning what we learned in class.”

Paolini also make regular use of the ‘Help’ feature, which she calls a great guide. “And if I need to call United Solutions, I always get great service,” she remarks.

The firm is currently engaged in two big state roadwork projects – one in Canton, the other in Medway. Paolini also does some private projects, mostly roadwork in housing developments and hospitals, including a current roadwork job at McLean Hospital in Belmont. But no matter how busy the firm gets, Paolini takes comfort in knowing that her software can keep pace.

“Sage Master Builder has helped me to excel in my job,” she states. “Whatever you want to do, you can do it. I tell everyone I know to get this software. It is so user-friendly; anyone can learn how to use it.”

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