



CLOUD &  
MANAGED  
SERVICES

## Customer Profile

# John E. Green ensures uptime with Aktion Cloud Services



### Facts at a glance

**Service:** Aktion Cloud Services

**Software:** Sage 300CRE/TimberScan

**Industry:** Construction

"We're operating 100% remotely and we've had 100% uptime. We couldn't have done it without Aktion and their Cloud services. Sage and TimberScan both are operating smoothly. We trusted Aktion and never considered going with another hosting provider."

John Stelter, CFO,  
John E. Green

### About John E. Green

Founded in 1909, John E. Green is a fourth generation, family-owned and operated mechanical contractor headquartered in Highland Park, MI. One of the largest mechanical contractors in the US, the company is consistently rated as one of the most diversified, full-service union mechanical, fire protection, and service contractors. Specializing in the automotive, commercial, education, government, food service, healthcare, industrial, municipal, pharmaceutical, and resort/entertainment industries, John E. Green delivers piping systems, plumbing, fire protection, HVAC, fabrication and design build. To learn more about John E. Green, visit [www.johngreen.com](http://www.johngreen.com).

### Moving to a modern business strategy

A Sage Construction Accounting software user since 1996, John E. Green wanted to continue to use Sage Accounting which was the backbone of the company, and modernize its operation, as well as provide employees with the tools to work remotely. The solution was to move its business-critical applications including Sage Accounting and TimberScan to Aktion's Cloud.

"Company stakeholders were proponents of becoming a 24/7 business," said CFO John Stelter. "Everyone should be able to work from anywhere. We wanted to migrate to that type of modern workforce and still deliver the service excellence customers expect."

John E. Green's back-office accounting software was deployed and maintained on company on-premise servers. This deployment required company internal staff to be responsible for software upgrades, uptime and 24/7 availability. "After talking with the Aktion team and hearing about its Cloud services, we made the decision to move Sage Accounting and TimberScan to Aktion's data center. To achieve what we wanted to achieve, it was the right decision to have Aktion host these applications," John said.

John cited a meeting at Aktion's headquarters, seeing the data center and meeting the Network Operations Center (NOC) staff as key to the decision to move to Aktion's Cloud Services. "We had three criteria. We wanted to limit the variables, we needed reliability and uptime obviously, and we wanted a trusted partner. Our team saw the entire operation first-hand and heard the commitment from the Aktion team. We didn't need to consider any other provider," John said.

A team of key employees and stakeholders from John E. Green met regularly with the Aktion cloud services team to map out an implementation strategy and timeline. One of the steps John E. Green elected to add during the implementation process was the use of a data test environment. "I trusted Aktion but I was a bit nervous about using live data during the migration. Aktion spun up a test environment for our data and we tested everything there. It ended up being money well-spent," John said.

“When we did go live, it was a smooth process. We never had a “gotcha” moment and we never looked back.”

## Doing business better

Adding to application uptime peace of mind for John E. Green was the assurance that Aktion’s disaster recovery service was also in place. Both Sage Accounting and TimberScan were backed up and always available.

Currently, 100 John E. Green employees access their Sage Accounting and TimberScan software through Aktion’s hosting services. Since the company went live on Aktion Cloud, they have experienced 100% uptime.

“I give Aktion an A+ grade in delivering hosting services and disaster recovery. We view our partnership with Aktion as valuable as the relationship we have with our bank and CPA firm. All three are trusted business advisers,” John added. “Aktion is critical to our continued success.”



### Corporate HQ:

1687 Woodlands Drive  
Maumee, OH 43537  
800.4AKTION

### About Aktion

In business since 1979, Aktion Associates Inc., is a national software reseller and IT system integrator focused on the Construction, Distribution and Manufacturing industries. One of the largest VARs in the US, Aktion helps more than 5,000 companies improve operations and drive growth. To learn more about Aktion, please visit [www.aktion.com](http://www.aktion.com).