

# Case Study

## Cloud-Hosted Software

Coaction Group Cuts Costs with  
Sage 300 CRE Cloud for a  
Mac Computer Network

## Coaction Group Saves Money and Keeps a Mac Computer Environment with Cloud Implementation of Sage 300 CRE

"Getting Macs was the best decision I ever made. Putting our Sage 300 CRE applications on the cloud keeps us in the Mac world, saves money and eliminates all of the usual IT problems. The data security of the cloud means I can sleep at night," explained Glen Adams, Principal, Coaction Group.

Coaction Commercial Real Estate Group (Coaction Group) recently reduced capital outlays and outsourced common IT headaches with a cloud implementation of Sage 300 CRE on their Mac workstations. With hosting services from Trapp Technology, Coaction Group successfully combined the power and reliability of their Macs with the solid, integrated functionality of Sage Construction and Real Estate software to achieve a seamless best-of-both-worlds solution.

### The Challenges

#### MANAGE THE COMPLETE BUILDING LIFECYCLE

Coaction Group designs, builds and manages facilities so their medical clients can focus on patient care. "We have the responsibility for the lifecycle of the building," said Glen Adams, Principal, Coaction Group. "We needed an integrated construction accounting and property management solution with the complete lifecycle functionality to handle the diverse needs of our growing business." He also wanted a reliable solution. "With QuickBooks you can't believe the data," said Adams.

#### HAD TO BE MAC COMPATIBLE

Like most Mac users, Adams was passionate about his workstations and committed to getting a Mac-compatible solution. "I've already paid back my investment in Macs because of reduced IT support costs," said Adams.

#### RELIABLE BACKUPS

As a business owner who watched a plant burn down, Adams knows that backups are a big deal. "I ran into that burning building to rescue a server," said Adams. A month later, a disgruntled employee scrubbed the server and took the tapes with him. Adams never again wanted to worry about losing his critical business data.

#### A "QUEEN OF CHEAP" SOLUTION

Growing quickly, but with lower margins, Coaction Group needed to spend their dollars in the right places. If Coaction was going to get the software they wanted and stay in the Mac world, Adams had to consider the cost of acquiring Windows (cap W) servers. "That really does play into today's environment," said Adams.

### Background Information

#### CUSTOMER

Coaction Commercial Real Estate Group

#### CUSTOMER WEBSITE

[www.coactiongrp.com](http://www.coactiongrp.com)

#### COUNTRY OR REGION

U.S. Southwest

#### INDUSTRY

Construction

#### PARTNER

Trapp Technology

#### PARTNER WEBSITE

[www.trapptechnology.com](http://www.trapptechnology.com)

#### PROFILE

The Coaction Commercial Real Estate Group (Coaction Group) provides design-build construction and property management services as a single point of responsibility to its clients in the medical industry. Coaction Group manages the complete real estate portfolio and building life-cycle for their clients



## The Solutions

### SAGE 300 CRE INTEGRATED MODULES

Anticipating continued growth, Coaction Group purchased Sage 300 CRE from Ledgerwood Associates. "Sage 300 CRE's accounting, project management, and property management modules help us through our entire process," said Adams. The availability of local consulting services from Ledgerwood Associates and experienced Sage personnel was also a plus.

### PROBLEMS WITH PARALLELS

Since Sage 300 CRE is a Windows-only product, Coaction group initially tried running it with "Parallels" virtual PC for Mac on its workstations. In the Parallels environment, users had to drag files back and forth to email and couldn't move seamlessly back and forth between Sage 300 CRE and the Mac. Soon, Parallels was causing so many problems that it drove them to seek a more seamless solution.

### THE SAGE 300 CRE ON MAC SOLUTION

Coaction Group's IT consultant recommended Trapp Technology to host their Sage 300 CRE applications. Working together, Ledgerwood Associates and Trapp Technology set up the "Cloud" implementation of Sage 300 CRE in just a few days. Coaction Group's employees access their software and data remotely on their Macs from Trapp Technology servers.

### NO LEARNING CURVE

Training on the new setup took just a few minutes. "Anyone who's worked on a network picks up on it with no problem at all," said Adams. "The things we do every day, email, printing, scanning, document storage, exporting to Excel, they all work seamlessly with no complaints.

### REDUNDANT BACKUPS

Trapp Technology performs regular backups of Coaction Group's data at its secure data center. Their redundant procedures include a 10 day rolling electronic backup plus weekly tape with monthly random regeneration testing.

## The Benefits

### SAGE 300 CRE WORKS SEAMLESSLY WITH MACS

"Sage 300 CRE runs seamlessly on our Macs," said Adams. "And the platform is solid; we just don't have to deal with corrupted data," Coaction Group's controller doesn't want to go back. "If you took our Sage 300 CRE cloud away tomorrow," gasped Perry. "I'd say I don't think the software's going to work on my Mac."

### RELIABLE BACKUPS AND SECURE DATA

Adams has confidence that his data is backed up and secure. "I've learned how important offsite storage really is," said Adams. "The data security of the cloud means I can sleep at night."

### REDUCED COSTS

Coaction's decision to keep their Macs and host their Sage 300 CRE applications with Trapp Technology eliminated capital outlays for servers and reduced their IT maintenance costs. "I don't have all these other issues," said Adams. "Having our own servers just doesn't work from the maintenance side."

### PREDICTABLE EXPENSE

Coaction pays a fixed monthly amount to Trapp Technology for hosting services and no extra fees to Ledgerwood Associates or Sage for software support. Adams estimates that in any given month, running his own servers could cost four times as much based on what happens. The costs of hardware failures, viruses and down time add up quickly.

### THE FREEDOM OF THE CLOUD

Adams likes being able to access his Sage 300 CRE applications and data from everywhere. "There's no difference if I'm working on a Mac at my desk or I'm working on the cloud at home," said Adams.

Support and training from Ledgerwood Associates is simplified and if an IT problem occurs, Trapp Technology takes care of it. "Macs and Sage 300 CRE on the cloud... every day, it just works," said Adams.