



# Design + Consulting Firm Saves Time and Increases Cashflow with BQE ePayments



When SSA first started, it was easy enough to manually track budget projects and handle expenses through QuickBooks and other point solution software.

As the firm grew and the number of design projects increased, it became clear that they needed a better way to manage their projects and stay on top of their clients' payments.

After carefully vetting some of the biggest firm management software platforms available, they were thrilled to discover BQE CORE. BQE's founders understood the design industry and the many challenges that come with managing a firm and had built this understanding into their easy-to-use software. BQE CORE's all-in-one platform eliminated the need for multiple software solutions since it smoothly integrated with their other applications and offered a customizable platform that perfectly fit their needs.

Plus, it had an ePayments feature that reduced invoice collection time, improved cashflow and visibility, and reduced risk with enhanced security.

After years of dealing with frustrating and underwhelming software, SSA finally had the firm management platform they deserved.

## About SSA

SSA is a global, award-winning firm that specializes in hospitality design and consulting for food and beverage operations. Project areas include restaurants, hotels/resorts, retail, aviation, healthcare, museums, education, and many others.

The firm's approach embraces their philosophy of discuss, define, design + deliver resulting in the successful development of the client's asset.



**SSA, inc.**

**Located In:** Tampa, Florida

**Founded In:** 1993

**Number of Employees:** 11-50

**BQE Customer Since:** 2019



*Previous Process:  
QuickBooks,  
TSheets,  
Wrike,  
Excel*

## Struggling with Point Solution Software

SSA managed their busy firm with several point solutions software such as TSheets, QuickBooks, and Wrike. They utilized these applications along with strenuous manual processes to accomplish their daily accounting, time tracking, project and staff management all without integration or any useful analytic tools.

This cumbersome process wasted a lot of time and overwhelmed the team with puzzling errors. They realized if they wanted their firm's back-office processes to work accurately and efficiently while giving their front office insight into profitability, they needed a software solution that could help them automate their processes in an all-in-one solution.

## Software Designed by A/E

SSA searched for the perfect software solution for nearly a year. What they really wanted was "one stop shop software," so they never had to manage separate applications ever again.

They considered several automated software solutions from BigTime and Deltek before they found the right one in BQE CORE.

"In addition to having an executive team which included an architect and an engineer who clearly understands the design industry and the challenges associated with such, I felt the software was robust with incredible tools and reporting capabilities as well as a knowledgeable and accessible support staff." said Ken Schwartz, President, SSA.

## Saving Time and Expediting Cashflow with BQE ePayments

A major advantage to BQE CORE was their ePayments functionality. BQE ePayments allows a firm's clients to pay their invoices online from any location across the globe using a secure payments system.

With BQE ePayments, SSA was able to set up multiple online accounts to easily control processing fees and other settings. Once they received payment confirmation, the invoices were automatically recorded and reconciled as payments and deposited in BQE CORE where the money then moved to their bank account. This meant no more hours spent dealing with frustrating invoices and paperwork. And zero chances for a manual mistake!



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## Saving Time and Expediting Cashflow with BQE ePayments (cont.)

"[BQE ePayments] is an incredibly useful, time and money savings addition to [BQE] CORE." said Schwartz. "The streamlined process of invoicing, clients clicking the "Pay Now" button, immediate submission of their payment, direct deposit into our bank account and the appropriate adjustments of entering the payment automatically... in essence the process is completely automated following the disbursement of the invoice."

SSA found that with BQE ePayments they never had to worry about manually keeping a record of their payment details or worrying that they had all the correct data- especially during tax season. BQE ePayments recorded everything right there on the platform. This also meant they were always on the same page with their clients when it came to projects and could provide payment details at any time.

Giving their clients the ability to pay instantly improved the firm's entire workflow. With cash on hand, projects were no longer delayed, vendors got paid on time, and teams were not wasting precious hours of productivity. BQE ePayments made it easier for their clients to pay, which in turn made it easier for the firm to get payments on time.

SSA knew that to have a successful firm they needed to ensure they always had a steady cash flow. BQE ePayments made it easier than ever to get paid and keep their projects running smoothly.

## Empowered Decision-Making Through Real-Time Reporting

BQE CORE's simplified array of reports provided deeper visibility into firm operations. With real-time data available at any moment, from any location, SSA was able to manage everything with full functionality from the BQE CORE mobile app for more freedom and flexibility.

Previously, reports were pieced together through various applications, resulting in a lot of manual time and effort plus a lot of mistakes that needed to be constantly corrected. Once they switched to BQE CORE's all-in-one platform with customizable and automated reporting, they quickly generated easy-to-understand reports that saved time and allowed the team to focus on their projects.

"Having our entire project management, staff management and time and expense tracking and firm accounting wrapped into one software results in a huge time savings for our team." said Schwartz.



*[BQE ePayments] is an incredibly useful, time and money savings addition to [BQE] CORE*

An illustration on a purple background showing a large clock face. A person is sitting on the clock, another is climbing a ladder next to it, and a third is standing nearby. Surrounding the clock are icons for a lightbulb, gears, a calendar, a bar chart, and a document with a checklist, symbolizing productivity, time management, and business operations.

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## Empowered Decision-Making Through Real-Time Reporting (cont.)

They were also able to keep clients in the loop much more easily with flexible automated sharing options. Using BQE CORE, they could automatically schedule and send the reports out to the clients, staff, and other stakeholders in the company.

## Cost vs Benefit with an All-in-One Platform

When it came to the value they received from BQE CORE, it was all about cost vs benefit. The efficiencies associated with the utilization of the platform were plentiful.

Previously, the amount of time spent managing projects, staff, accounting, and receivables was astronomical. The firm didn't realize how much time they were wasting, and how much stress was being created by using multiple solution-based software applications. BQE CORE reduced costs, improved productivity, and increased time savings by streamlining workflow and allowing the team to have greater control over project management, billing and accounts receivable. With BQE CORE integrations, they could easily manage data between platforms which typically lacked data communication.

## Excellent Support with Valuable Webinars

While having a platform that fits one's needs is beneficial, without good customer support, it can be difficult to get the most out of its features. SSA found BQE's customer support to be the best they ever encountered.

"The support staff at [BQE] CORE have been incredible. Many software companies offer 24/7 support but rarely deliver. There has always been someone at [BQE] CORE to answer our calls and to knowledgeably answer our questions or provide a solution to our challenges." said Schwartz.

Additionally, SSA found BQE's monthly webinars were a further testament to their customer success. These webinars revealed pertinent industry insight along with useful tips, tricks, and benefits of using BQE CORE on a day-to-day basis.

## BQE CORE ePayments + All-in-One Dashboard

Three years later SSA is still a happy BQE customer. They found the all-in-one platform to be an amazing tool for their firm and were able to focus on projects daily without having to waste time on back-office management. They have maximized the useful benefits including ePayments, time tracking, invoicing, reporting, expense tracking, client/project/staff performance, and more.

[Try a free demo](#) today to see how BQE CORE can give your firm customized reporting, time tracking, easy ePayments, and overall project management to improve profitability.



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