



LearnKey needed a good accounting solution. We had grown from a staff of 4 to a staff of about 50 and our accounting needs using MS Access and Peachtree were falling short. We needed a new scalable solution that would allow us to grow and that could keep pace with that growth.

We started using MAS90 in 1997. We had done so in part on the advice of our accountant, who used MAS90 in his business. We started out with only the base modules and that was all we needed at the time. We added 1 to 2 modules a year as we grew and have done so up through recent years.

One of the problems we always faced was in service and support. We found our problems not being addressed for days, sometimes months and sometimes never at all. This was very frustrating and yet we felt we had no other options. We switched resellers twice but always with the same results. We settled into that mind set and accepted what we were able to get.

I found myself needing a sales solution that integrated with MAS90, but throughout the years of looking, I found nothing. Trying to maintain 12+ databases was a monumental chore when it was time to compile and make sense out of what we have. Finally about 9 months ago, out of desperation, I called Best Software and asked them if they knew of any VAR that could help in this area and after talking to a few people there, we were directed to Blytheco.

My, what a difference a day makes! I contacted Blytheco, talked extensively to one of their account managers about the issues we had and the solution we needed. By the next day, we were getting emails and calls from not only the account manager, but from other Blytheco staffers as well. I couldn't believe we were getting so much attention. Kevin Lewis, our Marketing Director and I flew down to Blytheco's headquarters within a couple of days to see their solution first hand. No sooner had we gotten settled into the conference room when Stephen Blythe, President of Blytheco came in and personally spent the next few hours going over his CSM module and answering our questions.

When we left that office, not only did we know we were on to something great for LearnKey but also how impressed we both were that Stephen himself had given up a half day of his time to personally to meet with us. That says a lot about the man, his product and his company.

Within 2 days of returning home, I was signing papers to make them our resellers. To this day, one of the best decisions I've ever made. Blytheco has always provided us with impeccable service. Our support calls are always taken immediately, and their technical



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support team is a model all companies should adopt and pattern their own support team by. We have never waited more than a day for any support issues that needed research, and 99% of our initial calls have been solved on the initial call. We are always kept up to date with upgrades and enhancements and the staff keeps in contact with us by email to make sure that our needs are being provided for. Even when we purchased the CSM solution, Stephen came up himself to do the install. We worked many hours that weekend, but I enjoyed the experience immensely and enjoyed getting to know Stephen personally. How untypical it is for the president of a company to take time out of running his business, when we knew there were other Blytheco staff members who were very capable of doing this install, to come to LearnKey and give it his personal touch.

Even as staff members change, the service we continue to get from Stephen and Blytheco has remained unchanged – always friendly, timely, accurate and always unwavering. Stephen and all of the other Blytheco staffers have set a new standard of service for the rest of us to follow. I can't imagine now what we would do without them now and fortunately I don't have to.

Mike Nixon
MIS Director
LearnKey, Inc.



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