

Commercial Technology Group CTG

Pat Ward and Patty Sweeney founded Commercial Technology Group (CTG) in 2003. Headquartered in Charleston, West Virginia, CTG connects customers with the best workforce management software to fit their companies' needs, and provides implementation and customization services.

CTG's customers vary in size from five to over 1000 employees, and include a variety of industries ranging from hospitals, to manufacturers to nonprofits.

Ward and Sweeney were looking to add a new software package to their list of offerings. Specifically, they wanted for something that included an MSDE or self-installing database, and could serve wide area networks or clients with multiple locations.

While attending the National Time Equipment Association annual convention in 2006, Ward and Sweeney met Richard Metcalf, director of operations for Qquest Software Systems.

Metcalf introduced them to TimeForce, Qquest's time and attendance system. TimeForce includes hardware, software, and service and support that help companies collect, manage and process time with ease, efficiency and accuracy.

"When Richard ran the TimeForce demo for us, we were really impressed," said Ward. "It was just the type of product we were hoping to offer our customers."

CTG immediately signed on to become a TimeForce reseller, and the relationship has been a "win/win" for both parties.

"CTG is the ideal partner," Metcalf said.

"Pat and Patricia are great to work with, and they provide top-notch integration and service support to their clients. They're one of the best resellers we have when it comes to keeping their customers happy."

"TimeForce is ideal for our mid- and smaller-size customers who need an open database, but don't have a database administrator on staff, or want a server license," said Sweeney. "I also like that Qquest offers both an ASP and license version, and that TimeForce has already built protocols for most payroll systems. This helps our customers export their time and attendance information straight to their payroll provider without having to create that link from scratch. Since it's already been built and tested, it's always a very quick and seamless process."

"Qquest is a great partner," exclaimed Ward. "TimeForce is really stable. It just doesn't break. Once we have a customer up and running, support on our end is minimal."

"And whenever we have questions, Qquest technical support is easy to reach. I can always get them on the phone within just a few minutes," added Sweeney. "I'd definitely recommend Qquest as a partner for other resellers—just as long as they're not our competitors!"