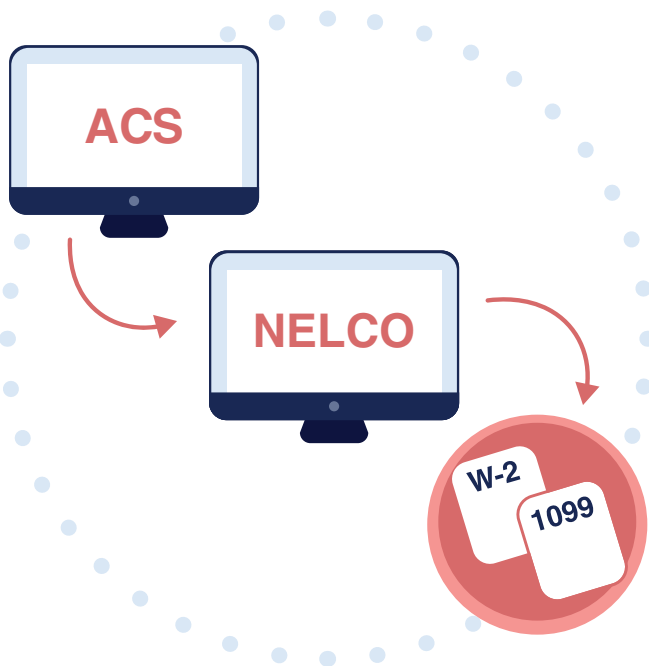


The Challenge

ACS Technologies has been serving churches and church ministries for more than 30 years, gaining an impressive industry footprint in the process. ACS Technologies enables faith-based organizations to manage events, finances, staff, websites, growth strategies and much more. Each of the company's products and services are designed to work together to increase an organization's efficiency and effectiveness.

Headquartered in Florence, South Carolina, ACS has 300 employees, including more programmers and support representatives than any other church software company. With sales, development, support, and training offices in multiple cities assisting more than 50,000 customers around the world, ACS needed a way to keep their software current with the changing tax reporting requirements. Ideally, they wanted to avoid adding a new department to handle all of the increasing compliance regulations and overwhelming details.



The Solution

When Rhonda Howell discovered that Nelco could help ACS' developers stay on top of the everchanging yearly reporting updates, she knew it could be the company's most cost-effective solution to its problem. After a surprisingly brief installation process, ACS was up and running with Nelco software seamlessly integrated into its product, without the need for a single new ACS employee.

"Through Nelco, we can continue to offer reporting and filing capabilities for all 50 states. They handle the time-intensive effort of re-coding each state and setting up its unique requirements every year," Howell explained. "Nelco also has an outstanding customer support system. If we have any questions or issues, they are handled quickly by our representative so we never have to worry about our customers staying in compliance."

Nelco added W-2 & 1099 reporting capabilities into ACS' products without the need for in-house tax form and compliance expertise, and even included a customizable template for added consistency across platforms. A year later, ACS has more than doubled its customer base, due in part to the marketing efforts provided by Nelco.

"Nelco provides more than just software. Partnering with them brings additional marketing support to our strategy, including direct mailers and email options," said Howell. "Partnering with Nelco has saved ACS time and resources which help us focus on our day-to-day jobs."

Howell concluded: "Nelco has essentially become an extension of our internal development department and evolved into a valued strategic partner for the long term. We not only would recommend them to other companies, but are looking for additional ways to utilize their expertise, particularly as it relates to electronic filing."

(0419) N-322