

We help businesses across North America succeed. Let us help you too!



Rick Schmitt is an example of the ultimate success story for Tri-Technical Systems – a national business based in Dubuque, Iowa.

very easy to setup and work with. We just began using the EDI ordering and Invoice feature of Active-e.

In 2001, Schmitt, the founder and owner of The Bike Shack and The Shoe Shack, was looking to make his businesses more efficient and have better information to make more educated decisions. He knew one of his first steps was to obtain an intelligent point-of-sale (POS) system. Little did he realize that when he turned to a national company, headquartered less than two miles away, that he had found a wide-range of solutions.



“Time savings on both the ordering, and entering invoices has been the best yet. AIMsi creates orders as we need product, a couple of keys strokes gets the order placed. When the invoice is ready, we pull it directly into our system for easy payment!”

“We have been utilizing Tri-Tech’s complete AIMsi package to manage both The Bike Shack and The Shoe Shack,” says Schmitt. “Running two businesses with one Accounting and Inventory Management System made my life as the owner and manager very simple. I can track the data of each entity separately, or combined as one unit. Plus, I get my financial statements on demand with one click.”

Even with these benefits, there is one more that greatly serves customers as well as the staff and management. One of the difficulties for many businesses is balancing speedy and efficient customer service with communicating basic information. Since the Bike Shack services and repairs hundreds of bikes and fitness equipment, the technicians like to spend their time productively by actually helping customers in the store or fixing bikes – not making the hundreds, if not thousands, of phone calls.

Tri-Tech, established in 1984, is recognized as a leader in developing POS software for retailers around the country. Its’ AIMsi system is especially valuable for businesses that provide unique services such as rentals or repairs. And, with the increasing growth of online sales, Tri-Tech’s Active-e system combines its retail and inventory management components with dynamic eCommerce functionality.

“We love the feature that allows our staff to simply ‘click’ on our POS system that a repair or service has been completed and then an automatic call, text, or email is sent telling the customer that their bike or equipment is ready for pick-up/delivery,” explains Schmitt. “This puts us in a position to continue working on additional repairs or with a customer in the store while also communicating with another customer about their completed repair/service...and it is not a computer talking to them, it is a pre-recorded message from our staff.”

“In the fall of 2005, I was introduced to Active-e. What a great program!” relates Schmitt. “We save hours of time, every week, just with entering new product updates. I began using the Active-e hosted website in August of 2005, and my results have been ten-fold over our previous activity on the web. Something about Active-e gets us to the top of the search engines, and thus, more folks hit our site when looking for product. The online sales are easy to manage, and the site is also,

Schmitt has no doubt that this has been a successful business relationship.

“Our business and website usage has grown through our partnership with Tri-Tech. Our ability to stay in touch with customers, manage our inventory, deliver the right products, and efficiently operate our service and repair department are all related to Tri-Tech’s point-of-sale and eCommerce products and services.”

WHO ARE WE?

Tri-Tech is a Dubuque, Iowa company that has provided business services throughout the United States and Canada for 26 years. We have recently increased our staff to 30 employees to meet the needs of our existing customers.

WHAT WE DO?

We assist businesses with the implementation of technology, primarily as it relates to collecting and maintaining accurate point-of-sale and inventory data for businesses and turning it into manageable information to make better decisions.

We also enable businesses to create or enhance their online presence with dynamic Websites and the ability to have a robust eCommerce component with customized shopping carts, payment processing, and automated shipping options.

In addition, we provide custom printing as well as the production of customized gift cards.

Finally, our Dubuque-based employees are the developers as well as the customer and technical support staff for all of our business partners.

OUR PRODUCTS and SERVICES

- * Point of Sale
 - Software and hardware
- * IT Services
 - Local and network solutions
- * Inventory Management Software
- * Web Design and Hosting
- * eCommerce
 - Shopping Carts
 - Payment Processing
 - eBay, Amazon integration
- * Customer Relationship Management Solutions
 - Customer sales tracking
 - Automated customer contact
- * Marketing Services
 - Printing services (stationary, brochures, checks)
 - Gift and loyalty cards

YOU’VE NEVER HEARD OF TRI-TECH?

That is understandable. Although we have been providing business solutions for the last 26 years, we have been serving specific retail niches on a national level.



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