

SmartPractice client testimonial video transcript

I'm Greg Wemers.

I'm vice president of corporate finance for Performance Contracting Group.

We're one of the nation's largest specialty construction companies.

We got our start back in the 1950s.

Owens Corning was trying to get a new product out to the market, so they started a construction branch, (and) a supply and contracting branch to get that product out, and that's where our company got its start.

Then back in the late '80s, they were trying to get back to the core — just solely manufacturing.

And so, they were spinning off some of the different specialty groups that they had invested in.

(We) were fortunate enough to be able to do a management-leveraged buyout, and our management team bought the company along with twenty five individuals. So that was our start in becoming a private company.

We are 100% employee owned. We're an ESOP — an employee stock ownership plan.

So, we're owned by a retirement plan.

Culture all starts with that.

The ethics and the integrity of being good to your people and putting your employees first and since they are our owners, it is really easy to put them first because they are first.

Commerce goes back, all the way to the late '80s when we were spun off from Owens Corning.

They were part of the group that helped us finance that transaction.

And they've been our credit facility that entire time.

We're excited about that partnership that goes back to the late '80s. We use the purchasing cards. We use ControlPay®.

I'm pleasantly surprised at how much that really helped us and helped to generate some income for us on the bottom line.

Commerce does a really good job at calling our vendors.

They do it with the right tone. They do it with sincerity.

They're trying to find a win-win for Performance Contracting and for our vendors in the way payments are made.

So, we very much appreciate what they do there.

We meet with Commerce on a regular basis.

They walk us through best practices.

They walk us through things that they're doing to try to get better.

You know, we spent a lot of time recently just talking about doing a deep dive on our AP process in total, and Commerce was very interested and very curious about, "What else can we do to help you make payments?"

Anytime we can offer some thoughts — and Commerce is very open and receptive to receiving those thoughts and (they) try to build out products that'll make a solution.

So, it's been a very, very good partnership from that front.

I think there's a reason we've been with Commerce since late '80s, and I think part of that is that our cultures very much blend together.

I think both sides have a desire to create relationships.

And I think the more you get to know people the easier it is actually to do business together.

And part of that is being able to have those difficult conversations with the level of trust that you're trying to find a win-win or you're just being open and honest with each other, which I found is always very much appreciated by whoever it is that you're talking with, and Commerce has always been very open to that.