

BQE CORE CUSTOMER CASE STUDY

MTC Materials Testing & Consulting

Burlington, WA

50+ Employees

Engineering and Materials Testing

mtc-inc.net



From the Field to the Ledger: How MTC Finally Sees Its Business in Real Time



A Business Built on Being Exact

Every firm has a reputation it's built its name on. For Materials Testing & Consulting, Inc., that reputation is precision. Since 1981, MTC has made its living by being the firm that gets called in when a project absolutely cannot afford to be wrong — verifying that the concrete, steel, and soil beneath a building meet the standard they were designed to meet, and putting their name on the report that says so.

That kind of trust doesn't come from a single good project. It comes from decades of showing up, getting the details right, and doing it again the next time, and the time after that. What started as a small operation in Burlington, Washington grew, one project and one client at a time, into a firm with a presence across the region — geotechnical engineers, environmental consultants, inspectors, and lab technicians who'd built their careers on being the people you call when you need to know

something for certain.

That growth was the whole point — more clients trusting MTC with bigger, more complex work. But growth brings its own challenge: the bigger the firm got, the more it needed its internal operations to keep pace with the standard it had built its name on. MTC was about to find out that keeping up would mean rethinking the tools running behind the scenes.

Waiting on the Numbers

The tool MTC had been leaning on was QuickBooks — solid as an accounting ledger, but never built to give a services firm a live read on its own projects. Reports on how a project was actually performing against its plan could take up to 45 days to surface. For a firm that prided itself on precision, that meant running projects on instinct for nearly a month and a half at a time, waiting for the numbers to catch up to what the team already sensed on the ground.

That lag came with a real cost. Without a current

view of billable rates, hours, and costs, there was no way to catch under-billing while a project was still in progress — by the time the report came in, the window to fix it had usually already closed. The gap showed up just as clearly on the invoicing side. QuickBooks had no way to batch invoices, and MTC was generating 300 to 400 of them a month. Every one had to be handled by hand, a manual slog that kept the team running about a month behind.

Day-to-day time tracking told the same story. Hours that didn't fit neatly into a category tended to pile up in a catch-all "admin time" bucket, and duplicate entries for the same work were common enough that staff kept their own spreadsheets on the side just to track what QuickBooks wasn't catching. For specialized teams like MTC's Geo Tech group, that blind spot mattered even more — without a real-time view of hours remaining on a job, there was no reliable way to know a budget was close until it was already gone.

MTC's people were doing everything right. What they didn't have was a system that could keep up with them.

A Partner Whose Process Matched Their Own Standards

MTC's business runs on trust. Clients rely on the firm to be straight with them about what it finds on a job site, whether the news is good or not — that's the whole value of an independent inspector. So when it came time to find a new time, billing, and project management platform, MTC wasn't just looking for software. It was looking for a partner who'd stay invested once the deal was signed.

That's what set BQE apart from other firm management software options. A



straightforward pricing model let MTC leaders choose the exact features it needed and map out which staff would get access to which tools before the purchase was even made — no hidden fees, no surprises down the road, just clarity from day one. But the real difference showed up after the purchase. Rather than handing MTC a login and stepping back, BQE stayed close through onboarding and beyond, helping the team get up and running and staying available as new questions came up along the way.

That partnership held steady even through the disruption of COVID-19, when MTC's onboarding stayed on schedule at a moment when plenty of other vendors were letting their own timelines slip — a small proof point for a much bigger idea: BQE succeeds when its customers do.

From the Field to the Ledger, in Real Time

With BQE CORE in place, the change was immediate. Inspectors and technicians working across five offices and dozens of active job sites could use the mobile app to submit time and expenses from wherever they were, which meant a distributed field team could stay connected to the rest of the firm instead of feeling like they were operating on an island out on-site.

Once that time was entered, the picture came together instantly — billable rates, costs, billing, exactly where a project stood, all updated with live data — instead of waiting over a month to find out. If something looked off, the team could catch it and correct it, rather than discovering the problem weeks later when it was too late to do anything about it. That shift streamlined the whole delivery process and let the team make calls, like ordering new equipment, on the timeline the business actually needed rather than the timeline the old system allowed.

The clutter and manual duplication of work disappeared too. Double and triple time entries, the kind that used to eat up hours of cleanup, simply stopped happening. With a reliable record of everything captured automatically, the side spreadsheets the team once relied on to catch what the software missed became unnecessary. What used to take days of reconciliation at the end of the month came down to the team hitting “go.”

Turning Real-Time Data Into Recovered Revenue

The biggest shift wasn’t just speed — it was what real-time data let the team see that they simply couldn’t see before. With CORE, MTC could catch under-billing while a project was still



underway, comparing what staff had actually worked against what had been billed, phase by phase, instead of waiting until the job wrapped to find out where the numbers had landed. If hours were running ahead of or behind what a phase called for, the team could course-correct in the moment rather than absorb the loss after it was too late to do anything about it.

That same visibility reshaped how MTC managed its specialized teams. The Geo Tech group, in particular, finally had a direct, real-time view of exactly how many hours remained on a job’s budget — turning what used to be a guessing game into a number the team could plan around with confidence.

Invoicing saw one of the most concrete wins. What had been a manual process putting together MTC’s 300 to 400 monthly invoices became something the team could query and batch in one pass, customizing individual invoices along the way instead of choosing between speed and detail. That efficiency saved hours of work every month, got invoices out the door faster, and brought payments back in more quickly — a direct boost to the firm’s cash flow.

Precision, Now From the Field to the Books

MTC has spent more than four decades earning its reputation as a firm clients can trust to get the details right on a job site. That reputation led the firm to find a way to bring that same precision inside the walls of the business itself — and that's exactly what changed.

With BQE CORE, the 45-day wait for reports became real-time visibility. Under-billed hours became recovered revenue. A month-behind invoicing process became a same-day batch job. MTC's people have always been diligent, careful, and exacting. Finally, they had a system built to keep pace with them, and a partner invested in making sure it stayed that way.

That's the real shift: MTC used new software to close the gap between the standard it held itself to on every job site and the standard its own operations could deliver. The firm that's spent forty years growing office by office, project by project, now has the financial clarity to keep growing with the same confidence it's always brought to the field — knowing exactly where every project stands, every step of the way.

MTC's story is proof that the right system, and the right partner, working alongside you leads to business success.



Your ambition scales, clarity grows, and creativity thrives with BQE CORE.

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