

# ELEVATING THE SHOWROOM EXPERIENCE

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## CLIENT SUCCESS STORY

*Honesty, Integrity, Service – That is the motto this motivated, master distributor lives by in delivering top notch product and services to its customers within the Boston, MA area. DDI had the honor of sitting down with Livio, Joseph and Dante, the team from Economy Plumbing & Heating Supply. Not only were they passionate about their growing business, but also about the software that helps them control every aspect of their successful operations.*

### Company Facts:

- Location: Mattapan, MA
- Industry: PHCP & HVAC
- Website: Economyplumbing.com
- Previous Provider: Custom
- Buying Group: IMARK, LPG, BLUE HAWK

### Features Highlighted:

- Inform eCommerce
- Mobile Sales Tools
- Transition to DDI

### Benefits Gained:

- Gained efficiencies throughout the company
- Instituted online sales & customer service
- Taking advantage of development innovations to fuel growth

"Before choosing DDI's Inform" says Joseph Poles, Sales Manager, "we had spoken to other distributors in our industry and all of them were impressed with DDI's transition methods and software, so we felt confident in the process. Starting our training first from a sandbox environment definitely helped. Our main switchover was on a Monday. Our data was converted and we were up and running. Trainers were here all week. They were experts with super command of the system and very knowledgeable about our business processes. They had done their homework well and were able to help our whole team," added Livio Poles, Partner.

Thinking back on the transition which took place in 2015, "The transition was smooth. DDI became a household name for us," states Joseph. "We were able to train in advance of the go-live and then were walked through the event onsite. The embedded help file is great, the data comes up quick and is threaded throughout the system, and the mass change feature is fantastic to update the data," added Dante Poles, Technical Supervisor.

"We have been able to optimize the information contained in the system all around. We have some specialized workflows DDI built for us based on our business needs and they work seamlessly for us. We never crash, the tools

are robust and the ability to access our information anytime, anywhere is fantastic. As we use the system for a longer period of time, we are now finding more tools and integrating them into our operations, adding to our competitive advantage. Even learning from each other has become a great asset thanks to Inform's intuitive nature." adds the team.

### Becoming a One Stop Shop

With a significant number of orders from counter sales, resale customers, standard delivery business and new showroom customers, Economy Plumbing is always busy. Economy Plumbing has also added HVAC products to their inventory, creating the need to expand their warehouse facilities. "Our customers like to pick up everything they need from a plumbing and heating and cooling supply house in one stop. With our new space, we are able to deliver on that need," says Livio. Inform ERP easily handles every aspect of their growing product line with advanced counter sales tools, inventory management features, and the ability to link everything related to a certain product within a single screen. Showroom features, such as lot billing, are adding to the increased efficiencies the PHCP Showroom distributor is experiencing.

### Adding Online Customer Access

In keeping with Economy's commitment to outstanding customer service, Economy went live with an online storefront shortly after transitioning to Inform ERP. Inform's completely connected eCommerce gives customers the tools to access Economy's wide range of products from anywhere to easily place orders. "Our resale supply customers know what they want before they even call us," says Livio. Joseph adds, "The website alleviates the need for our customers to call us if they don't want to. Here, supply house customers get their specific contract pricing and place their own orders instantly, which flow into our everyday processes. They can also use the customer dashboards to review their past orders, invoice history, and more. Inform eCommerce shows them the data they need to order the products they want, online. From our side, Inform sends us an order notification, automates the fulfillment workflow, and grants us the ability to access order details with just a couple of clicks. It's easy – it just works." Livio agrees, "Inform eCommerce is spectacular!"

### Delivering Top Notch Service

At Economy Plumbing & Heating Supply, assisting customers is their top priority. According to Joseph, "We answer our phones here. Our

entire team is now able to look into customer accounts and help everyone who calls. There is no need to pass the call to someone else to answer – it has been great having access to customer information throughout the company."

Economy Plumbing's sales team has also adopted our mobile sales app. They now easily enter quotes, convert quotes to orders, view inventory levels, see add-on products, and more all while on the road. Livio tells us "our sales team really likes the ability to sit in front of a customer and pull up all of the information they need – they are very happy." This team is very successful with their newly found mobility.

### Advancing with Industry Leading Service, Support & Technology

"We have taken full advantage of the ongoing training with DDI's experts. We have covered various areas of the system and continue to learn more everyday. As we move forward, we are already amazed at how quickly DDI develops the software and adds new features. I can't say enough about DDI's responsiveness. We evaluated other options but none felt as close to our operations and no one else has the ongoing response DDI does," finishes Joseph.

Overall, DDI System's Inform ERP Software has proven to be the perfect choice for this growing distributor. As they look towards their future path, they know DDI System will be on it with them.



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DDI System's Inform ERP distribution management software is a leading, industry-specific solution for wholesale suppliers. Inform ERP optimizes distribution operations, creates lean inventories, strengthens financials and propels sales to continually exceed performance goals—all while delivering an exceptional client experience unmatched by any other software provider.

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