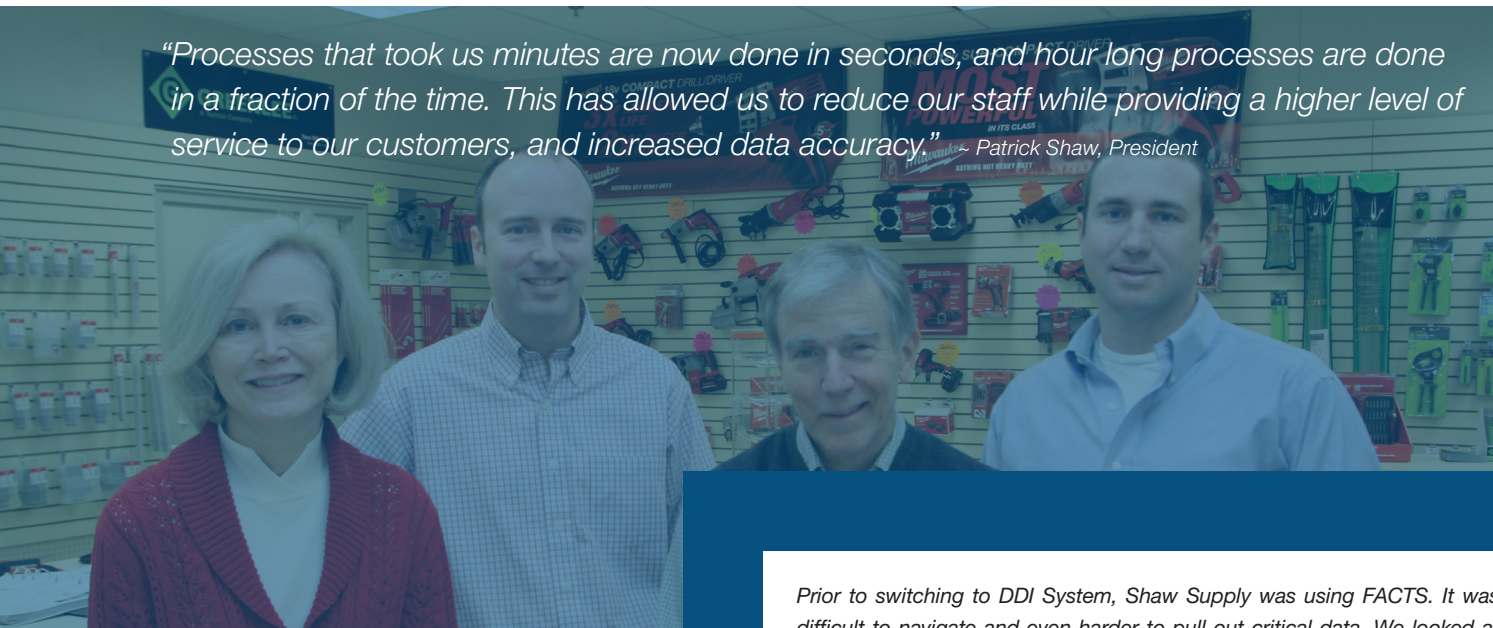




# CAPTURING SIGNIFICANT COST SAVINGS

*"Processes that took us minutes are now done in seconds, and hour long processes are done in a fraction of the time. This has allowed us to reduce our staff while providing a higher level of service to our customers, and increased data accuracy."* — Patrick Shaw, President



## CLIENT SUCCESS STORY

*Prior to switching to DDI System, Shaw Supply was using FACTS. It was difficult to navigate and even harder to pull out critical data. We looked at larger, more expensive business software such as Eclipse, but determined that the costs of these systems were prohibitive. Fortunately, DDI found us and as things turned out, we were a perfect fit.*

### Company Facts:

- Industry: Electrical Supplies
- HQ Location: Kansas City, MO
- Previous Provider: FACTS
- Website: shawsupply.com
- Buying Groups & Associations: AD

### Features Highlighted:

- Industry specific features
- Paperless workflows
- Time saving tools
- Electronic signature capture

### Benefits Gained:

- Smooth transition
- Significant cost savings
- Increased efficiency
- Transparency of data
- Top notch support from DDI

The transition from FACTS to DDI went great. When the time came to change over, DDI provided us with 2 dedicated employees on site to assist and train us. By the second day, we were up and running on the new system without missing a beat.

DDI has allowed us to capture significant cost savings by streamlining our basic paperwork flow and eliminating the need to buy and stock preprinted forms. Our customers now receive their invoices and statements via either fax or email, recognizing cost savings in decreased postage and reduced time spent processing.

We have also seen cost savings through increased employee efficiency stemming from the signature capture function and the ease of order entry. The overall transparency of the DDI System allows us to find the data we need quickly and easily, and the list goes on.

DDI's customer support has been responsive and helpful. As the unofficial go-to guy at our company for any software related issues, I have sent numerous questions and requests to the DDI support staff, all of which have been answered promptly, courteously, and professionally.

DDI has been a strong addition to our company and has given us a solid platform upon which we can grow our company for many years to come.

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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. ©2020 DDI System LLC V0820