

CONTINUED GROWTH THROUGH SERVICE

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~ Dominic Carusi, VP Finance & Operations

CLIENT SUCCESS STORY

Casey EMI opened its doors in 1965 to serve the local Massachusetts & Rhode Island area with janitorial and sanitation product - and great service! Since then, Casey has grown to 2 locations complete with an online storefront, 5 delivery trucks, showroom and repair shop.

Company Facts:

- Headquarters: Foxboro, MA
- Industry: Janitorial & Sanitation
- Previous Provider: Mark Information Systems
- Website: CaseyEMI.com
- Buying Group: Pro-Link

Features Highlighted:

- Inform eCommerce
- Paperless Workflows
- Wireless Warehouse (WMS)
- Electronic Signature Capture

Benefits Gained:

- Boosted online sales & service
- Implemented paperless workflows
- Gained inventory accuracy and increased efficiencies
- Simplified accounting and financial reporting

DDI System recently sat down with Dominic Carusi, VP of Finance & Operations, to evaluate how Inform ERP has made an impact at Casey EMI.

"It was time to change from our old PIC Unix based system. Not only was it archaic, but we had to consistently customize it to meet our growing needs. DDI's Inform ERP had the tools and features we needed and a development team that constantly innovates technology to add new, useful features."

Accounting for Accountants

Overall, we focused on a few of Dominic's favorite features – starting with accounting! "The financial reporting is great. It's very easy to work with plus I don't have to hunt through file cabinets anymore to find past reports. (Truth be told, file cabinets were virtually non-existent during a tour of the Casey EMI offices) Within a couple minutes I'm looking at all of the information I need. I also love how I'm able to quickly filter to find specific PO's, and attach scanned documents to AR and AP items."

Wireless Warehouse Management System (WMS)

Casey EMI has used DDI System's wireless warehouse management system since the beginning. WMS streamlined warehouse operations, increased

inventory accuracy, and saved time in the pick to ship and receiving processes. "It's fantastic how intuitive and easy this system is. Any new hires or temps we use are up to speed within an hour. During our busy season this is a huge benefit so we are not spending valuable time training temporary employees."

Increasing Service with Online Access

Casey also takes advantage of DDI's Inform eCommerce online storefront. This tool leverages Inform's data, re-purposing it to automatically populate a professional and unique e-commerce website. "The fully integrated e-commerce solution is very well done. It's great how orders automatically go into our system to follow our existing workflow. This method now accounts for 25% of order entry. Our largest customer is about to switch to online ordering, thanks to the customer portal aspect of Inform eCommerce. This customer is very happy in their ability to log in, track the orders from their divisions, have an order approval process set up, view account history, and access their complete 'Order pad' of preferred products." Whether or not a customer's preferred products are listed on a distributor's main website, Inform eCommerce presents their entire 'Order pad' delivering the ability to use their unique data and place an order at any time. "Given this change, we know our percentage of online orders is about to drastically increase! Overall, the site just works and delivers on our customer needs instantly."

Another plus to the fully integrated online storefront is just that – it's fully integrated. "I really like how notifications of incoming web orders appear for us. This solution just works – without duplicate tasks of maintaining an online ordering system."

Eliminating File Cabinets and Paper Heavy Operations

"I love being paperless!" Whether orders are placed by customer service reps or via Casey's e-commerce site, there is only one piece of paper printed from order entry through delivery. This packing slip is printed quickly at the ship confirm stage and is dropped off with the products at delivery. "We use the electronic signature capture for our customers to sign and once the driver returns, the signature is uploaded and instantly added to the invoice. No more paper signatures and no more filing."

Recent developments of Inform have delivered new screens and screen functionality that has reduced the number of clicks necessary to complete tasks. "With the new version of Inform's screens, it has been extremely beneficial to use two monitors. We are able to split the information and see more at any given time, including having Inform up on one monitor while the scanner screens are on the other. It saves a lot of time not having to go back and forth."

An Evaluation of DDI System

Demo vs Actual: "I look at our warehouse and see cash on the shelf – not products. We were looking for a tool that would allow us to maintain accurate inventory and secure data. With Inform, it's done. Not only has Inform ERP met our expectations for inventory accuracy and what we were looking for, it has done much better than expected and far exceeded those expectations. Accounting is even better and easier than anticipated. Inform eCommerce is very well done. We like the real-time interface between our e-commerce site and Inform. Plus, WMS has been incredible."

Customer Support: When asked if Casey EMI is happy with DDI's support team and the service they receive, Dominic is happy to add "We get a response within a couple hours! I have absolutely no complaints with DDI's support. The support staff always provides accurate answers and gets back to you with follow up." Adding that Inform's embedded 'help file' is very helpful. DDI's Inform ERP has both key driven pop-up help screens, a robust online 'help file' plus a Client Services Portal where an extensive knowledgebase is quickly accessed. When these locations don't answer a specific question, support specialists are standing by.

Casey EMI continues to grow and provide outstanding customer service to their customers. DDI System's Inform ERP is a strong tool that allows them to run their overall operations efficiently with high productivity levels. The future looks bright with this continued growth. DDI System is happy to be able to be a part of that!

