



# CELEBRATING 100 YEARS OF SUCCESS WITH FAMILY, COMMUNITY & PARTNERSHIP

*"The system allows us to easily see at all times what we have on-hand, making it so much easier to keep accurate levels consistently and not rely on an annual inventory event."*

MESHER SUPPLY CO.

## CLIENT SUCCESS STORY

After 100 years in business, Mesher Supply attributes their longtime success to strong leadership, a dedication to investing in staff and a commitment to the community. With locations in Portland, Seaside & Redmond, Oregon, Mesher plans to keep the company thriving using DDI System's Inform ERP Software.

### Company Facts:

- Location: Portland, OR
- Industry: PHCP & HVAC
- Previous Provider: Acclaim
- Website: meshersupply.com
- Buying Group: IMARK

### Features Highlighted:

- Multi-Location Inventory
- Deep Analytics
- Warehouse Management
- Robust Accounting
- Embedded CRM

### Benefits Gained:

- Optimized workflows
- Consolidated purchasing
- New user easy adoption
- Fully integrated accounting

## Putting the 'Family' in 'Family Business'

From the moment you enter Mesher Supply, it's clear you are among family. "Normally, we have kids running around here," says Director of Operations Connecticut Longaker, part of the fourth family generation to run the business. Her mother-in-law, Barbara Longaker, is the company's current President and the founder's granddaughter.

"Mesher is in my husband's family," she explains, "but he's been running his own company with his brother for years." In 2012, Connecticut's in-laws asked her, along with her sister-in-law, Nicole Longaker, to lead Mesher full-time, transitioning from their part-time roles in the midst of starting families. "I want to run the business successfully so that when my children grow up, it's here for them, and they will be just as proud of the accomplishments and staying power of Mesher as I have been," Connecticut says.

## Overcoming Technology Challenges

From a shared office space inside their 100-year-old building, Connecticut describes the frustrations the company endured in its previous technology. "Our old system had too many constraints," she says. "We ended up spending an exorbitant amount of money trying to add on components and features to make it work the way we needed it to. It never did, and we never went live."

Connecticut took one full year to research and evaluate solutions to better position Mesher for growth and efficiency. “I knew that nothing would be perfect, but the idea was to find something that would allow us to make the transition in a smooth manner.”

While evaluating, she took a hard look at each system’s capabilities, as well as each company’s services, seizing opportunities for on-site demos and sales consultations. “DDI listened to our specific needs and outlined exactly what we would get with Inform ERP.” The experience impressed her because she hadn’t seen that same level of service from any other software provider. Ultimately, DDI System’s top-notch customer service combined with Inform’s inventory control, audit trail, and electronic record keeping features earned Connecticut’s approval. The Mesher team went live with Inform in February 2015.

Fast forward to 2019, Mesher taps into the power of industry-specific workflows and robust features for continued success. “All in all, the system itself has been a huge benefit for us. DDI is continuously adding new features and improvements, which can be exciting and intimidating. We find them to be incredibly beneficial.”

### Maintaining Accurate Inventory

One of Mesher’s primary needs was a robust inventory control system that would integrate seamlessly with accounting. “We wanted to be in a position where we were allowing our ERP Software to work for us and take more control. We relied on Inform for what it could do, rather than trying to force our processes into the system. We challenged ourselves to follow the workflows and use the proven features in Inform to expose areas in which we could become more efficient. By doing so, we improved our inventory accuracy significantly.”

### Empowering Teams with the Right Tools

Inform’s uniquely threaded CRM allows Mesher to keep up with clients and share information across the board with the entire team. “We have found CRM to be most useful for the sales reps and their analysis of their customers business. It allows them to be the CEO of their piece of the business,” says Longaker. “Outside of seeing customer sales, one of

the most useful features is the A/R dating. Ensuring that customers stay current allows our sales teams to be proactive in finding solutions with the customer before getting the Controller involved,” she adds.

### Maximizing Workflows for Efficiency

When it comes to uninvoiced POs and vendor returns, Inform’s data allows Mesher to take immediate action to recoup money “on the shelf”. “We’re going to start using the deep reporting and analytics to run incentives for our returns department, which will allow us to get credit on returns. Now that we can take the reins on that, it’s going to save us a bunch of money,” says Connecticut. “We just couldn’t do that before because we didn’t have any form of measurement of dead stock. Now there’s a trail. Everything is so easily linked together from the sales order to the PO to receiving or transferring. Even if you have to send it back and create a negative PO, there’s a procedure.”

With DDI, there’s just a “fluidity to the system,” explains Longaker. “Being able to drag and drop is so nice. The ability to copy orders and move between screens pretty much with just a click of a search button, has been so seamless. You don’t have to open up extra screens, Inform just does that for you.”

### Evolving Through Partnership

Everyone on staff knows Inform is the commitment we’ve made and we’re going to continue to partner together with DDI System to expand on that relationship,” says Longaker. “We know we likely are only using about 50% of Inform’s capabilities. As we continue to evolve, our goals are to get closer to 80% of full system capabilities,” which will allow Mesher to capture efficiencies in areas that aren’t on the radar yet.”

“Part of what I appreciate about DDI is what they’re willing to do to work with us. I never feel like I can’t reach directly out to someone at DDI—whether it be my old sales rep or a member of the client services team. I have a great deal of respect for a company that allows us that type of ‘partnership’ and commitment. A company that does that is worth continuing to do business with.”

*“We can get people working in Inform their first day—learning from the start. That’s not something we could ever do with our previous software. We no longer need to tie up multiple resources to get someone up to speed. Inform allows anyone to start their job immediately.”*



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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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