

Customer success:

Valuable, Dependable, Unlimited Support



Leading packaging manufacturer and distributor, Blower-Dempsay (BDC), parent company of Pak West and PacFlex, headquartered in Santa Ana, CA with warehouses located throughout the western United States, was looking for an ERP system that would adapt to their business and not the other way around. Finding an ERP that would support its parabolic growth was key.

The Challenge

After years of customizing their legacy system, it became clear that their current ERP would never be able to support the company's growth.

BDC was looking for an ERP that was flexible enough to support their specific needs and unique customizations, while at the same time enabling further growth. BDC required an ERP partner that would be proven and well respected in the industry, with great references.

The Solution

It became obvious that Microsoft Dynamics NAV and ArcherPoint would make the shortlist of viable solutions.

Well, it became obvious after months of arduous research. Dynamics NAV offered everything BDC needed from flexibility of code (meaning they could customize as needed), to a solid foundation (it is a Microsoft product after all), to a reasonable cost. Microsoft Dynamics NAV is known for its flexibility as well as its customization adeptness. Further, the NAV ERP solution is available at a reasonable price point for most mid-sized companies.

Once the software was decided upon, next was the choice for an implementation partner. After doing their due diligence, BDC chose ArcherPoint. After several interviews, it became apparent that ArcherPoint was the partner for them. They knew ArcherPoint would be easy to work with, easy to communicate with, and perhaps most importantly, possessed the willingness, capability, and expertise to implement BDC's many unique customization needs.

BDC selected ArcherPoint because they knew they are Gold Certified Microsoft Partner, and would continually work to earn the business. BDC knew ArcherPoint would be a true business partner.

What's different about ArcherPoint?

Our clients see their business systems as unique and important to their competitive position. They prefer software and technology to support their business processes, not the other way around. Our clients are looking for a strategic partnership with the company that implements their software, not just a vendor. They demand the most talented, experienced professionals who understand how to solve their business issues quickly and efficiently. If this describes you, we invite you to contact us to learn more about our people, company and solutions.

We picked ArcherPoint for a variety of reasons, not the least of which is their deep bench of experience. Our relationship with ArcherPoint has been tested and only grown stronger over the years. ArcherPoint is a true business partner.
~Serge Poirier, Blower-Dempsey Corporation, CFO

The Benefits

Initially BDC experienced tremendous challenges with their Dynamics NAV implementation. They were not happy with the process and struggled with their customizations and specific needs. The reality was they were trying very hard to make their new ERP system replicate the old legacy system. It was a painful process.

Fortunately, BDC was working with ArcherPoint. The ArcherPoint team would not accept defeat. ArcherPoint led by Greg Kaupp, ArcherPoint CEO, had constructive discussions with the BDC team to determine a path forward. Ultimately, the two companies came together with a solution: a dedicated support representative (DSR). This person would be "assigned to BDC" with scheduled weekly meetings and on-going, unlimited support as needed.

That was over two years ago. By all accounts, all are extremely happy.

Since assigning their DSR, ArcherPoint and BDC have worked together, successfully to implement several ISV/add-ons (e.g., Radius, EDI, CCH Sales Tax Office). Moreover, while their support requests have gotten more complicated over the years, turnaround time from ArcherPoint support has improved.

The weekly calls include ArcherPoint's DSR (whom the BDC team have come to think of as part of their BDC family) and the original ArcherPoint sales representative. Despite having closed the sale over two years ago, he is still deeply committed to ensuring BDC has a constructive and successful experience with NAV and ArcherPoint. That is just how ArcherPoint does business.

BDC's positive support experience has extended beyond their DSR; they have worked with a majority of ArcherPoint's support team including their after-hours and emergency help desks, all with success.

Next Steps

What is next for BDC? BDC and ArcherPoint will continue their relationship for the foreseeable future. Weekly meetings will continue, and both companies have plans to collaborate on new implementations, add-ons, and upgrades.

To learn more about how ArcherPoint can help support your company's growth and success, please contact us today.

To learn more about BDC, please visit their websites: <http://www.pakwest.com/> and <http://www.pacflex.com/>.

Our relationship with ArcherPoint has only strengthened over time.

~Michelle Boril, Pak West

ArcherPoint

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