



How ERP Software is Allowing

HVAC/R

Distributors to

CONQUER DISRUPTION

**Reaching Customers
Whenever and Wherever the
Market Takes Them**

Many HVAC distributors lack the necessary tools they need to operate with confidence and effectively address current and future challenges.

Read more to learn how DDI System's Inform ERP Software equips distributors with tools to deliver an exceptional customer experience, turn connections into sales and succeed in any market.

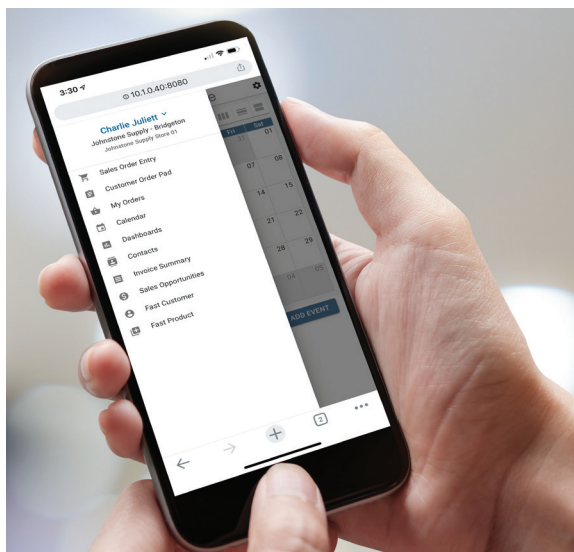


“

Inform has really helped our business grow its bottom line with the reporting capabilities that the system has, and the robust pricing matrix that's set up in the system.

~ Harold Petit - Johnstone Supply

”



Conquer Disruption with

Connected Technology

Inform's industry-specific workflows and smart technology features gives users the ability to respond to customers with confidence and accuracy.

Optimized for mobile and remote sales teams, give users the freedom to service customers, create and edit quotes and orders, and manage CRM activities from anywhere.

- Valuable ERP functionality streamlined to smartphone and tablet scale
- Dashboards and sales opportunity reports with one-touch access to quotes, orders, backorders, and invoices
- Gain a competitive advantage with the tools needed to service customers on-the-go

Conquer Disruption with the **Fastest Counter Sales**



With single-screen order entry, Inform allows you to provide fast, personalized customer service, leaving a lasting impression with potential buyers.

- Quantity first, or product first, Inform handles both for speed and operator preference
- Copy/Paste to quickly paste in an order list from email, PDF document, or spreadsheet
- Search customer part numbers, keywords, vendor part numbers, or an unlimited length product description
- Immediately print signed delivery documents or simple POS register receipts at the counter

Conquer Disruption with **CRM and Mobility Tools**



Having the right information at the right time strengthens customer relationships, incites loyalty, and allows your team to provide superior service over competitors.

Inform's embedded CRM functionality gives distributors the tools they need to drive strong customer interactions. The ability to manage tasks such as recording customer interactions, sales tracking, pipeline management, and prospecting allows distributors to turn connections into sales, gain control over operations, and succeed in any market.

Why DDI System for **Heating, Ventilation and Air Conditioning/Refrigeration Distributors?**

For 25+ years, DDI System has been trusted by over 1200 distributors to deliver the industry-leading technology and expertise needed to drive operational excellence, improve margins and thrive in today's competitive marketplace. Our consultative approach allows us to fine-tune the industry specific workflows that best fit your company's needs.

We looked at many different software options before we picked DDI's Inform ERP. The main reason we chose them was because of the functionality at the sales counter. The interface was absolutely perfect.

~ Chris Daly, RHI Supply