



How ERP Software is Allowing

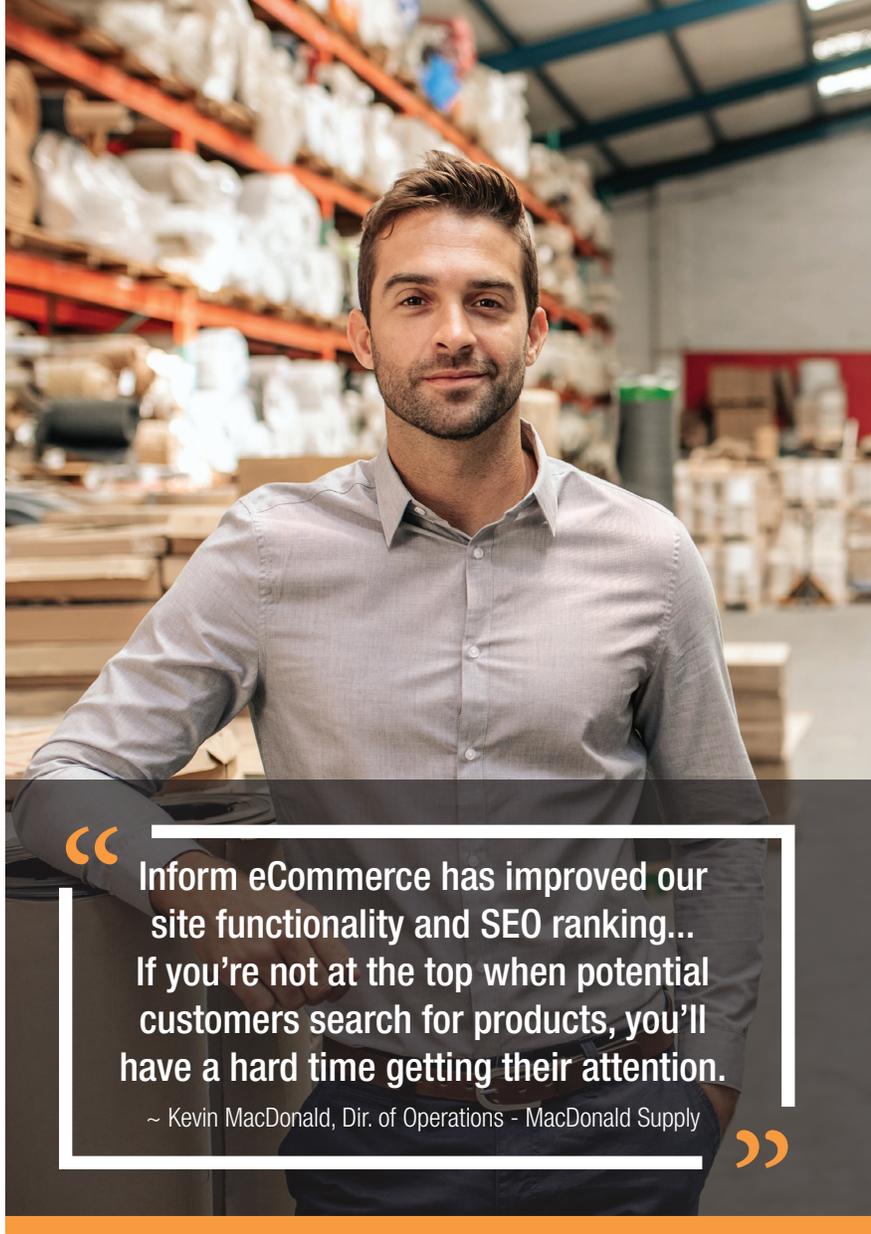
PHCP and PVF
Distributors to

CONQUER DISRUPTION

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

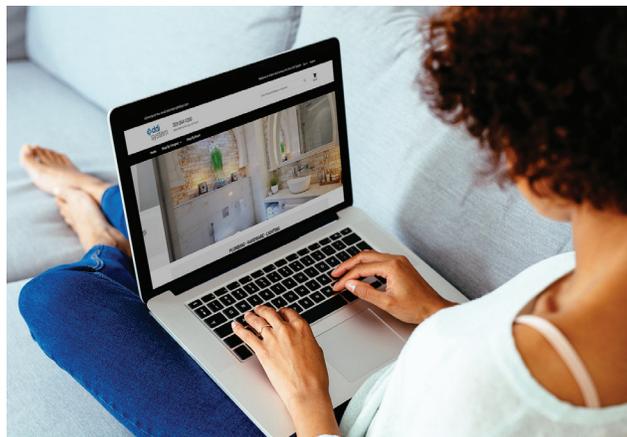
Many PHCP and PVF distributors lack the necessary tools they need to operate with confidence and effectively address current and future challenges.

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 eCommerce has improved our site functionality and SEO ranking...
If you're not at the top when potential customers search for products, you'll have a hard time getting their attention.

~ Kevin MacDonald, Dir. of Operations - MacDonald 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.

Inform eCommerce Pro is a fully connected eCommerce solution that allows customers to leverage the sophistication of a physical store with the immediacy and convenience of online buying. The secure customer portal gives customers 24/7 access to their order, pricing and quoting history as well as the ability to pay invoices online. This hybrid eCommerce architecture lets you grow consumer friendly experiences for both your B2B and D2C audiences.

Conquer Disruption by Combatting **Variable Supply & Demand**



Competitive businesses require advanced systems that let them see and act instantly on all of the metrics, KPI's, costs, and margins that make a business successful.

Real-time replenishment calculation enables your purchasing staff to respond to customer demand as it is occurring.

- Identify and correct unusual demand
- Account for sporadic demand
- Plan for recurring orders
- Optimize seasonal and slow-moving product shifts
- Re-balance warehouse overstocks
- Get real-time vendor purchase summaries

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 **Plumbing, Heating, Piping/Cooling and Valve/Fittings 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 have some specialized workflows and Inform works well for those.
We never crash, the tools are robust and the ability to access our
information anytime, anywhere is fantastic!**

~ Dante Poles, Technical Supervisor for Economy Plumbing Supply