

Pivotal Technology Drives Success for JanSan, Paper and Packaging Distributors

How comprehensive ERP functionality empowers operational excellence amongst distributors in today's competitive marketplace.



As with most industries, the JanSan, Paper and Packaging industry is unique in the fact that most distributors do things differently; making it a challenge to find a single-source software solution that checks all the boxes needed to improve organizational efficiencies and make it easier for customers to do business with you.

In the article below, we'll discuss the tools distributors need to create an exceptional customer experience that drives sustained loyalty and consistent new business through minimized manual workflows and improved accuracy.



Increase Customer Engagement and Loyalty

Providing customers with the right information at the right time strengthens relationships, incites loyalty, and proves your company's ability to deliver superior service over a competitor. Having an embedded CRM allows your team to access detailed customer information regardless of who picks up the phone or meets them at the counter. CRM that includes personalized customer engagement tools, purchase and price history, and a sales opportunity pipeline keeps customers top of mind and puts valuable information at your fingertips; enabling teams to easily act on sales opportunities while solidifying future orders.



Provide Self-Service Online Access

Embedded CRM is the key to developing and nurturing customer relationships: Deploy an ERP software that includes embedded contact screens powered by the transactional data your business collects every day. From sales, quoting, and previous activity history to personal notes, learn important human touch points and intelligent purchase preferences that turn your customer service people into customer experts. A single CRM screen that presents sales analysis, sales history for instant reordering, open order inquiry, pricing inquiry, activity history, and customer tasks gives everyone on your team the ability to engage your customer, provide extraordinary service, and demonstrate the added value of buying a product through your company.



Service Customers from Anywhere, Anytime

Built-in mobile sales tools and real-time ERP data streamlined to smartphone and tablet scale equips your sales team with the information they need to take immediate action by creating quotes and orders right from a mobile device.

Having mobile access to sales follow-ups, invoices, and customer activity history enables your sales team to take immediate action and gain a competitive advantage with the tools needed to service customers on-the-go, which is key in today's changing marketplace where remote access has become a true necessity.

Maximize Profitability with Strategic Pricing

Built-in pricing systems with a triggered monthly price review that recognizes future costs and automatically adjusts prices enables margin improvement while reducing traditional price formula maintenance. This allows distributors to effortlessly build and maintain individual customer pricing, and automatically maintain sell prices based upon the previous sales' profit margin without the need to set up contracts or matrices.



Combat Variable Supply & Demand

Having an ERP that identifies sporadic, recurring, and unusual demand allows you to avoid overstock, balance multi-branch inventory, and achieve higher fill rates and inventory turns. Even as customer purchases fluctuate, the ability to quickly identify demand exceptions drives automated, intelligent purchase forecasts that accommodate demand swings.

Inventory management tools that are built right into your ERP system eliminate the need for manual spreadsheet management and provide a much more accurate overview of your business at any given time.

Make Faster, Smarter Decisions

Real-time, drill-down reporting functionality ensures your team stays aware of current and potential pitfalls. Having an ERP that delivers unprecedented insight into key business metrics gives your team the power to make impactful, confident decisions based on data.

Intuitive, drill-down reporting capabilities and role-specific dashboards keep you aware of trends while diving into every aspect of your business for complete operational and financial awareness. The ability to access in-depth details and create custom reports ensures users quickly see analytics that translates into action.



Having a single-source ERP software eliminates the need for customization, minimizes hidden costs, and enables a smooth transition experience. Your software company should have a deep understanding of your customers, products, and the workflows that drive continued growth, and should offer industry-specific tools to meet your customer's demands - right out-of-the-box.

DDI System's leading-edge ERP & eCommerce technology equips wholesale distributors with the ability to drive operational excellence through improved margins, streamlined inventory, financial management, and insightful performance analytics.

Learn why so many JanSan, Paper and Packaging distributors choose Inform ERP