

# Can We Establish Our Competitive Advantage Through Customer Engagement?

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Pacific Coast Supply LLC operates in 16 states across the western United States and sells over 6,000 products.

PCS had four key challenges they wanted to address in modernizing their wholesale distribution business. These challenges included:

- Reducing new employee training time
- Fast time to money for greenfield stores
- Focusing counter sales on the customer relationship
- Modernizing and streamlining store operations





## DataXstream's **OMS+** for SAP ERP increased sales opportunities and improved customer service for Pacific Coast Supply LLC

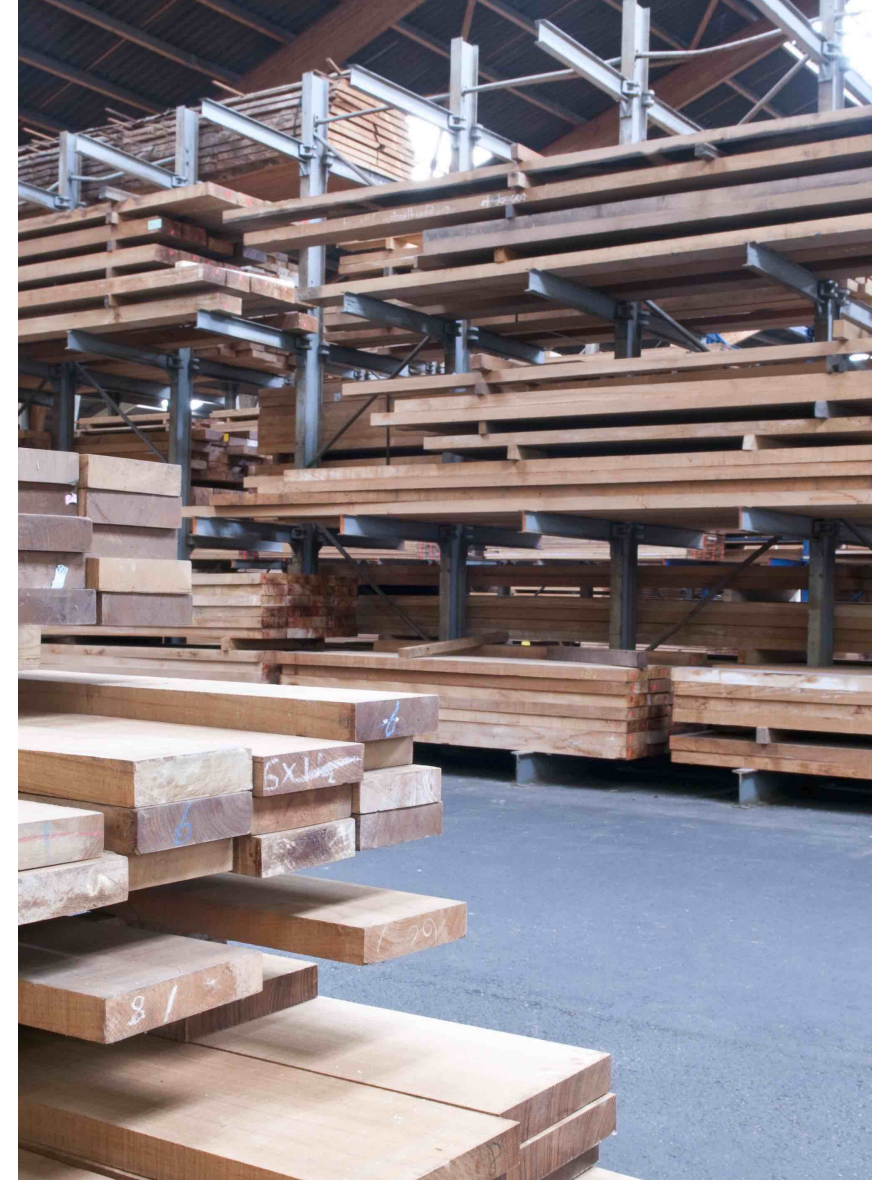
DataXstream's **OMS+** combined the benefits of its modern user interface with the power of SAP's® Sales and Distribution modules to give Pacific Coast Supply LLC a significant competitive advantage while solving the challenges they faced as a company.

- All Business Processes Mapped and Running in **OMS+**
- Reduced User Training Time
- Simplified and Automated Store Open and Close
- Material Search Custom Built to Pacific Coast Supply's Specifications
- Specialized Quote Lookup and 'Burndown Summary'
- Overlaid Existing Custom Development

“Employees had 1–2 days of training compared to months when PCS went live with SAP® in 2001. Customer issues were non-existent yesterday; and end-of-day reconciliation was nearly flawless. This is the great first step in our major modernization journey for PCS.”

Martin Menard, CIO , Pacific Coast Supply LLC

THE BEST RUN

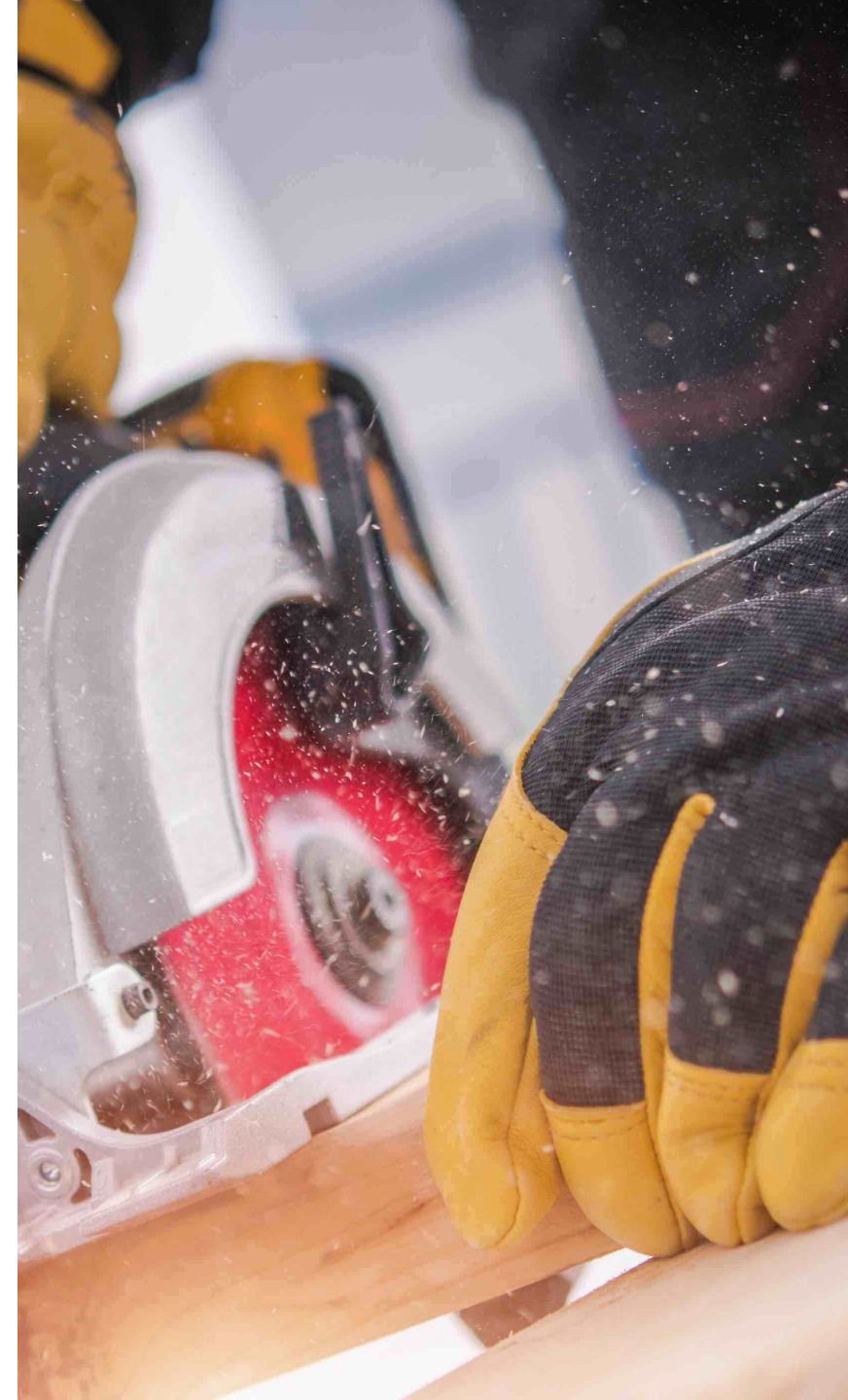


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When determining which company to use for their digital transformation Pacific Coast Supply LLC asked:

- Who is owning this project, Business or IT
- How can I get the most return on my investment
- Is DataXstream a good fit, do they understand my business and objectives
- How do we meet our business goals while changing paradigms
- For peak adoption and customer focus, who has the right GUI: **OMS+**

When all questions were answered, DataXstream was the best fit for Pacific Coast's needs.





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