

Case Studies

An indepth review of some of our user's struggles and successes with previous processes, DocketManager and the buying process.



Indox Services

The Overview

Tony Cracchiolo owns Indox Services in St. Louis, M.O. For 75+ years the full service digital print provider has been helping local and national companies communicate with their customers through print solutions. The Indox team is made up of 25 employees supporting an annual revenue of \$2-3 million.

The Issue

Using a host of non-connected applications, Tony and his team were seeing an inconsistent, slow response to their customers and found it very difficult to understand the metrics of the business. "We were missing details on jobs and making mistakes because we had no way to record the details that were needed" says Tony. He decided to start looking at other options that were web based and one complete software, no plug in modules.

The Decision

For a year, Tony and an IT member searched for a new solution for the business. They were introduced to DocketManager at a trade show and were also looking into a similar product. Ultimately they found DocketManager to be a more complete product and made the investment.

The Implementation

With the assisted setup and onsite training package, the Indox team went live with DocketManager in 6 months. Other than a change to the look and feel, the implementation of a new system had no negative impact on their customers and they have only gotten positive responses. Their favorite part of the system is the ability to input all necessary information to generate accurate work orders.

The Results

With a full year of daily use, their processes have become smoother. Tony and his team are sending quick and accurate quotes and now have a better way to track overall inventory amounts. They have found it takes a new employee approximately 3 months to get up to speed with DocketManager and their daily responsibilities. Tony also attended an in-class training for the online ordering portion and has created a dozen or so portals for his customers.

“Love the product can't wait for the next upgrades.

- Tony Cracchiolo, Indox Services

Innovative Ink

The Overview

With 2 locations, one in Millbank, ON, and one in Waterloo, ON, Innovative Ink employs 50 employees and generates \$6-7 million in annual revenue. Calvin Frey, President and Founder, started the full service design, web, print, mail, and signage company 11 years ago. He has a lot of responsibility on his shoulders but a strong team at his side, "The goals and vision for the company are almost entirely driven by me", said Calvin, "I have been blessed with an excellent team around me to help."

The Issue

With a rapidly growing company, Calvin needed a way to help control the growth curve and have clarity throughout the whole operation. He described his previous process as "A recipe for mistakes" and "Painful".

The Implementation

Calvin and his team implemented DocketManager in 2013, and as they grew, each new member became a DocketManager user. They utilize almost all the platform has to offer, from customer management, production and scheduling, to reporting and sales strategy. They started using the online ordering system early on and have more recently began creating custom portals for some of their customers.

The Outcome

In the 6 years Innovative Ink has been using DocketManager, they have noticed a significant reduction in order entry times, including limited re-entry touch points from quotes, to orders, to work orders, to invoices. The purchase and transition of a second location was made easier because DocketManager. As the solution is a web-based application, they were able to keep both locations running on one system. They have transitioned numerous customers to online ordering and are finding the online ordering to be a huge growth potential for them.



WP&B

The Overview

Willamette Print & Blueprint (WP&B) is an all-inclusive print service provider serving Oregon and Southwest Washington's design and building community. Established in 1975, WP&B utilizes the latest digital technologies to provide a wide range of reprographics and graphic imaging services. Available services range from electronic document management, color digital imaging, photocopying, CAD plotting, and high-speed large format printing.

The Issue

Utilizing several previous systems and process, David Guzman, Vice President, and his team were struggling with access to information and matching quoting with existing orders. As described by David, "We needed to improve our estimating and CRM systems." They began looking for a web-based product with online ordering and CRM that also included billing and production management.

The Decision

After 2-3 years of searching, a referral from a current user, and reviewing their options, David and the President, Neil Humphrey, chose DocketManager. They liked the fully integrated online ordering, estimating, production management, inventory control and CRM that DocketManager offers.

The Implementation

The WP&B team took advantage of DocketManager's assisted setup and onsite training package. Once the DocketManager support team had the site setup, the onsite training team travelled to Oregon to assist David and the team at WP&B with the implementation. Although they needed to be flexible with some of their current processes, they were able to successfully implement the system in 6 months and have now been live for 4.

The Results

After using the product regularly, they have found the reordering very helpful and use it often. The sales and executive team have seen an improvement in the access of information and billing flexibility has become a favorite part of the product. They hope to get the online ordering portion implemented in the near future and expect that it will lead to an increase in revenue.

“ You listen and sincerely try to assist us in our business. I appreciate that DM is constantly evolving and that you implement customer suggestions!

- David Guzman, WP&B

Allen Print

The Overview

Located in Dartmouth, N.S., Allen Print Ltd. is a commercial print shop offering offset, digital and wide format services. Owned by Cameron Struthers, Allen Print has been in business for 75 years, employs 12 employees, and has an annual revenue of approximately \$2 million.

The Issue

After implementing an alternative solution, the Allenprint team found it was just not the right fit and couldn't handle all of their needs. During their search for a new solution, they found DocketManager.

The Implementation

Utilizing the whole Allen Print team, they did their own setup, implemented DocketManager and went live in under 2 months. Using the custom portals they created a web-to-print portal

for their customers and even replaced their own website with DocketManager powerful web-to-print platform.

The Results

Over the 4 years they have been live they have seen better control of current paper pricing and workflow efficiency. Being web-based, Cameron has found value in being able to assist his team even when offsite. They have found the online ordering has been a good retaining tool for some of their repeat customers.

