J&D Supports Rapid Service Growth with FS-Plus

J&D Associates
Middletown, PA
www.jdstorage.com

Business Description:
J&D Associates, located in Middletown, Pennsylvania, is the industry leader in the manufacture of vertical motorized storage systems, carousel storage, industrial shelving, industrial storage, and commercial shelving. J&D is a division of United Fixtures / Interlake (UFI). UFI is the newly combined entity formed by the merger of two successful and forward thinking industry leaders.

J&D Associates manufactures and services a wide range of vertical motorized storage systems for industrial and commercial markets. FS-Plus enables efficient management of the break/fix and preventive maintenance services these complex units require.

Interlake Material Handling is the premier manufacturer of steel pallet racks in the Americas, serving the bulk storage needs of warehouses, distribution centers and manufacturing operations by offering the broadest selection of pallet rack solutions in the market. The former United Fixtures Company consists of National Store Fixtures--the second leading provider of steel storage racks and leading provider of such to retail stores, J&D Associates--the leading provider of industrial and retail carousels and related products and Retail Service Solutions--a high quality provider of installation, repair and maintenance service programs for retail customers including Home Depot, Office Depot, BJ's and T.J.Maxx.

Business Goals:
J&D required an efficient way for its Customer Service Team located in the Middletown headquarters to take calls from its retail customers for fixture installation, repairs, and maintenance. J&D also needed to capture accurate data, record incidents, create Service Request Orders (SROs) against those incidents, and then relay this information on to Retail Service Solutions (RSS) and independent subcontractor partners across the country. Field technicians could then be dispatched to respective customer sites to complete the necessary job. A system was also needed that could provide alerts on preventative maintenance scheduling as well as manage service warranty contracts. Mobile access was also critical to improving the accuracy of data recording and reporting of work information completed in the field and sent back to the home office central data depository for back office reference and historic account look-up.

"The technology and service capabilities of FS-Plus and SM-Plus Mobile enable us to be cutting edge, setting us apart from other smaller, less sophisticated service providers."

Melody Schlenker
Information Technology Manager

In their words

Speed and Accuracy
"Being multi-site and having over 50 technicians in the field--not including the subcontractors we partner with--it was critical that we have a service system in place that could accommodate some very service-intensive requirements we had. FS-Plus was able to do just that. We have increased the speed and accuracy of information flow between many members of our organization--from our customer service team, to our field technicians, to our subcontracted partners, back to management who is constantly reviewing this information to determine ways to make our processes even better."

Melody Schlenker
Information Technology Manager

FS-Plus Helps J&D Meet High Demands of Industrial and Commercial Customers

The Single Source Product:
FS-Plus has a proven track record for helping companies manage and maintain critical assets. It improves efficiencies by allowing a smooth flow of information between departments, eliminating bottlenecks in the service operation and providing for the cost-effective use of resources. FS-Plus also tightly integrates to Infor ERP SyteLine back-office financials, purchasing, inventory control, costing and management reporting. Total visibility enables managers to analyze key performance indicators and service operation metrics throughout the organization.

With so many customers requiring on-site maintenance and service, equipping field technicians with mobile devices and SM-Plus Mobile has allowed J&D to improve cost effectiveness and enhance customer satisfaction.

Business Results:
With FS-Plus, the J&D Customer Service Department has been able to significantly improve efficiencies in its call center operations, streamline the data collection process, improve resource scheduling and dispatch, better track equipment and customer-specific service history information and shrink open service call cycle time. SM-Plus Mobile allows J&D field technicians servicing equipment across the U.S. to access information from a specific job site, view customer service history and warranty information and record services performed, including parts used. J&D can also enter new incidents and update SROs right at the customer site, significantly saving time and increasing data entry accuracy. FS-Plus and SM-Plus Mobile allow J&D to deliver total, responsive service while optimizing resources, customer satisfaction and profitability.

"Service made up 60% of our gross revenue in the 2007 fiscal year. Service revenue grew by more than 62% over that time. Single Source's FS-Plus affords us the opportunity to raise the bar higher on the service side of our business and gain even more market share."

Melody Schlenker
Information Technology Manager

In their Words

"Our service business is made up of a mix of self-performed work, balanced by subcontracted work completed by a small group of service partners. The mix fluctuates based on the particular project or work to be done, but we generally self-perform more than 65% of the service business we do. With FS-Plus in place, we can comfortably and confidently continue to grow our in-house service business and manage subcontractors."

Melody Schlenker
Information Technology Manager

About Single Source
Established in 1985 as an information technology consulting and software development company, Single Source develops and supports software designed to improve operational efficiencies for mid-sized manufacturing organizations. Customers attest to unmatched levels of support, including phone support, product enhancements, service packs, web-based support, training, consulting and custom software development services. Single Source is a Microsoft Gold Certified Independent Software Vendor (ISV) and serves more than 600 SyteLine customers worldwide helping them improve efficiencies and maximize profitability.

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