

## Case Analysis



### ***Digitex offers support for industrial supplies and distribution***

#### **Client**

A wholesale supplier of plumbing, heating and electrical supplies in Western Canada, with operations in Alberta, British Columbia, and the Northwest Territories.

#### **Project Scope**

As a privately owned company, end users demand the ability to have a standardized print strategy in every location. The need for unified technology is in every branch and the ability to distribute invoicing and billing throughout each department from order systems and warehousing is detrimental to everyday operations. Reliability and service are necessary to manage the uptime throughout Alberta, British Columbia and Northwest Territories. As a wholesale supplier the most important thing to understand is what the company requires when maintaining relationships with their wholesale distributors and partners and how they manage the distribution of documents everyday with these vendor relationships.

***“Service response is quick! We are very happy with the level & quality of service Digitex has provided us over the years!”***

#### **Digitex Value**

Digitex took the time to understand the printing needs of each office environment and department. It was necessary to understand that supplies and distribution required something different than warehousing, invoicing and promotional departments. Understanding the workflow between the supplier and their vendors was necessary to implement the right technology that makes it easier for the private organization to distribute documents between vendors and multiple locations. With a wide range of locations, a specialized service approach is necessary to maintain reliability and up time in each branch. Digitex understood the capabilities required and committed to providing a solution that worked with the company workflow to maximize efficiencies and streamline the workload.



#### **ABOUT DIGITEX**

Digitex is a privately owned Alberta based company with offices in Calgary, Red Deer, Edmonton, Ft.McMurray, and Saskatchewan. Digitex has been providing document solutions & services since 1997.

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