

CUSTOMER SUCCESS STORY: Turner Supply Company

Turner Supply Company Goes Mobile with FieldOffice™ to Improve Productivity

Turner Supply Company, located in the Southeastern United States, is one of the largest independently-owned and operated industrial distributors in North America. Since 1905, this fourth generation, family-owned business has remained successful by continuing to grow and adapt with both changing times and changing technologies.

Turner Supply Leverages ERP Solution Infor Distribution SX.e

True to staying current with the latest technologies in the market, in 2008, Turner Supply implemented the industry leading enterprise resource planning (ERP) solution, Infor Distribution SX.e. This choice proved to be the right ERP solution allowing Turner Supply to successfully manage and integrate thousands of transactions, suppliers, and customers—while tracking inventory across their multiple locations. Now with over 100 users, the solution has become an integral part of managing daily operations across their entire business.

The Next Step: Taking Infor SX.e Mobile with FieldOffice

Always looking to stay a step ahead of their competition, Turner Supply was actively looking for an integrated mobile solution to augment SX.e. Enter ExpertekMobile with FieldOffice, the perfect, easy-to-install, easy-to-use mobile solution to further optimize their operations.

Now with Turner Supply's outside sales reps armed with FieldOffice on an iPad®, their productivity has dramatically improved and their already stellar customer service has become truly world-class. Turner Supply President, Chip Schramm stated, "The real-time, "on-the-go" visibility and access into our ERP data such as inventory availability, pricing, and customer information makes a huge difference. Now our sales reps can be on the road or on-site with a customer and provide them accurate information on the spot right from their iPad. It shortens order turnaround times, boosts sales, and allows us to deliver even better customer service."

In addition to their outside sales team using FieldOffice, Turner Supply's on-site bin-fill and replenishment personnel at their integrated supply customers also benefit from the mobile app. Schramm said "FieldOffice allows us to process and automate an extremely high number of transactions at our integrated supply customers using a limited number of personnel. It allows our on-site team to be far more productive and has eliminated old manual processes that were tedious and time consuming."



Turner Supply Company

Industry: Industrial Distribution

Core Products: Cutting Tools, Abrasives, Hand Tools, Power Tools, Safety Supplies, General MRO

Headquarters: Mobile, AL

Number of locations: 9 branch locations, 3 locations with on-site labor at customers

Number of employees: 150

Founded: 1905

Technology solutions used:

- Infor SX.e since 2008 (100+ users)
- FieldOffice since 2014 (12 users)

www.turnersupply.com



FieldOffice delivers real-time, mobile access to essential information to dramatically improve productivity on the go.



Keeping Up with the Technology Curve

In a world where keeping up with the latest technology is an integral part of a company's ongoing success, Turner Supply has positioned themselves as a leader in their industry. "Today our customers and our employees expect us to have the latest tools at our fingertips to get the job done – and with FieldOffice we do," said Schramm. "It is so easy to learn and convenient to use that our team couldn't imagine being able to do their jobs without it. I think they would panic if it were taken away."

A Strong Partnership with ExpertekMobile

Today, ExpertekMobile has become a reliable technology partner for Turner Supply, successfully implementing FieldOffice, enabling them to improve productivity and optimize operations. Schramm concluded, "The team at ExpertekMobile has been great. Having been involved with a number of software projects over the years, we always go into these sorts of things with a bit of trepidation – and they have exceeded our expectations."

About Turner Supply Company

Founded in 1905, Turner Supply Company is one of the largest independently owned industrial distributors in North America. With locations throughout the Southeast, Turner Supply Company specializes in a wide range of industrial tools, safety products, rubber products and MRO supplies for industrial companies and manufacturers. Our team of proven specialists know the right products and services to help each of our customers optimize their inventory, eliminate waste, improve productivity and streamline processes. We continue to make the commitment in resources, personnel, technology, and foresight to meet the changing needs of our industrial and manufacturing customers. www.turnersupply.com

About ExpertekMobile

Since 2012, ExpertekMobile has designed, developed and delivered innovative mobility solutions that allow our valued customers to take their business software mobile. We leverage the latest in technology and industry partnerships to deliver the best mobility solutions, backed by our proven distribution expertise. We enable Infor ERP users to take their ERP software mobile to optimize operations, improve business performance and enhance customer service. www.expertekmobile.com

What is FieldOffice?

Designed by ExpertekMobile specifically for Infor SX.e users, FieldOffice is a mobile app that integrates core SX.e functionality on an iPad®.

What does FieldOffice enable?

It enables your sales team to "take SX.e mobile" to function more efficiently, reduce processing times and provide better, faster service to your customers such as:

- Capture customer quotes and submit orders remotely
- Check inventory availability, pricing, credit status
- Edit and check customer notes and contacts
- Access and email product material on demand
- Look up past order history
- Tender credit cards
- Scan product bar codes



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We can take your ERP mobile.

At ExpertekMobile, we understand that your business won't wait - and neither will your customers. Let us show you how our mobile apps can help you grow your business and deliver world-class customer service.

Learn more about what we can do for you.