

Company
Digital Check

Industry
Wholesale/Distribution

URL
www.digitalcheck.com

Headquarters
Northfield, IL

NetSuite Product
NetSuite

NetSuite Users
40

Using NetSuite for
**ERP, CRM, Ecommerce,
Advanced Inventory**

Digital Check

*NetSuite Helps Manufacturer
Take Advantage of Fast Market Growth*

"NetSuite has helped us become more efficient, more responsive to customers, and more profitable. And it's made us more self-aware – everything is visible now, and that's the only way to succeed when the market is growing so fast."

— Digital Check

Challenge

- Fast-growing market for financial and point-of-sale check scanners and imaging systems challenged Digital Check to handle substantial new business
- Multi-location business model with remote sales, service, and inventory was straining near-obsolete, server-based IT systems
- Company was using spreadsheets to handle order processing, inventory-tracking, customer case management and other functions manually
- Didn't have the time or staff resources to handle burgeoning market, partially created by new US laws approving digital image transmissions for financial documents
- Wanted to improve service and support for top customer-resellers
- Wanted to consolidate fragmented systems, create business-wide visibility into sales, inventory, and other functions

Solution

- Replaced QuickBooks, Sage, Exact Software, and spreadsheets with NetSuite ERP and Ecommerce
- Eliminated need to maintain dedicated virtual private network (VPN) connections to remote users and offices
- Created an Ecommerce site to sell inkjet cartridges, scanner cleaning supplies and other scanner accessories direct, helping reduce costs to end-user customers
- NetSuite dashboards give sales, service, and other personnel real-time, end-to-end visibility into their important KPIs

Results

- Company grew approximately 350% in 6 years without adding staff
- Company saving \$300,000 annually in maintenance costs over a comparable server-based IT system
- Able to improve customer service without adding new staff, saving approximately \$150,000 annually
- Improved case management reduced customer-call escalations by 62%
- Reduced open inventory by 54% as a result of integrated inventory tracking
- Integrated EDI processing has reduced order-processing time by 33% for one large customer
- Customer portal gives top-tier customers visibility into orders, eliminates need for time-consuming phone calls and emails
- Integrated shipping-FedEx module saves 30 hours a week of staff time for manual processing
- Improved from two-day order-processing to same-day shipping

