

JS Logistics, Inc.

Microsoft Dynamics CRM Case Study



Customer:

JS Logistics, Inc.

Web Site:

www.jslogistics.com

Location:

St. Louis, Missouri

Industry:

Distribution

Former System:

Microsoft Dynamics CRM 4.0

Customer Profile:

JS Logistics is a leading distribution firm with a strategic focus around technology, people, and service. Operating since 1983, it serves a number of industries including healthcare, manufacturing, law, accounting, and office products.

Highlights:

- Upgrade from Dynamics CRM 4.0 to Dynamics CRM 2013.
- Fast and easy implementation
- Minimal downtime

Contact us:

Turnkey Technologies, Inc.
770 Spirit of St. Louis Blvd., Ste. 100
Chesterfield, MO 63005
(636) 777-4110
www.turnkeytec.com

“ Our sales team is more organized using CRM. The ability to keep track of their activities and schedule is definitely a great benefit so they're not wasting their time. ”

*Jack Pulizzo, CRM Administrator
JS Logistics, Inc.*

The Company

JS Logistics is a St. Louis-based distribution firm with a focus on three core areas that help maintain its leadership position – technology, people, and service. Providing delivery services since 1983, JS Logistics has in-depth industry experience and understands that managing time sensitive deliveries depends on reliable, real-time information systems. The company invests millions in technology and continues to re-invest into the business for sustainable operational improvement.

The Situation

JS Logistics wanted to update their software to position the company for greater flexibility and more integration opportunities in the future. A smooth, timely implementation is crucial in the distribution industry, so they needed a competent partner with proven expertise in Microsoft Dynamics CRM.

The Solution

Turnkey Technologies, Inc., St. Louis' largest Microsoft Dynamics partner, had the insight necessary to deliver Microsoft Dynamics CRM 2013 the way JS Logistics wanted: quickly, easily, and affordably.

The Results

Improved User Adoption

The improved user interface makes it easier to glide through the application and get to your destination with as few clicks possible.

Improved Performance

The functionality enhancements in Microsoft Dynamics CRM 2013 helped make their sales staff more efficient and more effective in their efforts with more robust tools and logical workflows.

"The team likes the overall interface a lot better. They find it easier to navigate. Turnkey's training session really helped the sales team transition to Dynamics CRM 2013."

"We noticed a performance improvement with Microsoft Dynamics CRM 2013."

*Jack Pulizzo, CRM Administrator
JS Logistics, Inc.*

About Turnkey:

Turnkey Technologies, Inc. is a Gold Microsoft Dynamics ERP and Gold Microsoft Dynamics CRM certified partner with a focus on helping businesses reach their full potential. Turnkey offers comprehensive services, including pre project analysis, solution implementation, customization, data conversion, cloud hosting, training and support.

- 20 years of experience
- Fully equipped training center
- Top 10 Microsoft Dynamics partner (Sourcing Line)

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More Organized

Organization is the key to improving efficiency. JS Logistics uses the intuitive sales tools in Microsoft Dynamics CRM 2013 to reduce time spent checking action items and calendars.

Powerful Integrations for the Future

"We are looking to use the Connector for Dynamics to hook CRM into GP," says Pulizzo. By integrating the two systems, JS Logistics can harness full control over their data and use it in more diverse ways to help them strategize, make more informed decisions, and identify hard-to-spot trends.

Easy Implementation

Turnkey performed all the heavy lifting, allowing JS Logistics to upgrade onto Microsoft Dynamics CRM 2013 without pulling focus away from its everyday business operations.

"Downtime was minimal"

Thanks to Turnkey's unique combination of best practices and insight, JS Logistics experienced the minimal downtime possible for their upgrade. Turnkey's implementation methods allowed the old system to continue operating throughout the project as long as possible before shutting down and converting to the newer system.

"I mean, Turnkey...they were all over it"

JS Logistics knows that choosing the right Microsoft Dynamics CRM partner is equally as important as choosing the right software.

"On our part it was very easy. I must say, Turnkey did a really good job when they did come across any issues. They kept us in the loop 100% of the time and they let us know what they were doing to resolve any problems, and let us know when it was resolved and when they were moving on to the next task," says Pulizzo, "I mean, Turnkey...they were all over it."

"Turnkey was willing to work nights and weekends. Not everyone will do that, or if they do they're going to charge you time and a half or plus."

"They were really responsive. I don't even think an hour went by before they would respond to an email if we had a question," says Pulizzo.