

## Measurable Results – Fore Supply

Within the past 5 years, we were able to do a complete digital transformation into our system, which has improved both the front and the back end of our operations, which has in turn provided a better customer experience and a better user experience on our end. My name is Brad Thein. I am the owner and president of Fore Supply Company. We are a third-generation family-owned company started in 1945 out of my grandfather's and grandmother's garage in downtown Chicago. Been around for a very long time. I've met the needs of private country clubs and private health clubs the last 75 years and looking for another 75 years.

We had a outdated computer system that was very ineffective in our day-to-day operations, as far as seeing inventory availability to customers and was becoming very cumbersome and slow and not user friendly for us, so we reached out to SVA to find a solution that would help us not only achieve our goals but to move forward for the next generation. We reached out to SVA. We went through several different options. Instead of pushing a product on us, they asked us what we needed as a company to move forward and develop solutions from there for us. From there, they worked with us every step of the way, addressing our needs, making it as seamless and as painless as possible.

From an operational standpoint, when we implemented our new system, which is Acumatica, what we found is that it was able to streamline our operations tremendously. We went from a very old, antiquated system that was very slow and not very user friendly, to the new system Acumatica being extremely user friendly. Consolidated operations processes within each day-to-day operation, where everything was visible to one screen for our customer service people and it overall, it just, we do a lot more with less at this point.

I did have a friend of mine, who has implemented Acumatica as well, and his experience was the complete opposite of mine. He had received no training, he received no input, and I told him I wish you had, we had talked about this months before because I have a company that we work with called SVA and we have had a great experience. I would recommend them to anybody else that was looking to put in a new ERP system or any digital transformation. With SVA helping us implement BigCommerce into Acumatica, we've seen our online sales double within the last year, which allows our customer service people more time to spend with customers with specific problems or issues, rather than being tied on the phone all day taking an order and it provides our customers with a better insight into their company through the online ordering portal. They can easily see what they've bought in the past and easily reorder items with a click of a button.

I would highly recommend using SVA, from the standpoint that they took the time to find out what our needs and concerns were, listened to our concerns, found solutions for those concerns, and then helped us move forward in our day-to-day operations. The most beneficial part of working with SVA is that they're always available to us. They

listen to our questions and concerns, sometimes as crazy as they sound, they don't dismiss anything we say. We do have a unique operation here that they've been able to find solutions to and they're always looking for new avenues to increase both our experience and to increase our sales and business.