



A CASE STUDY:

# **Digital Transformation Redefines Business Operations And Practices Propelling Company to New Heights**



**A family of companies consisting of Dave Downing & Associates, Filtemp Sales, and Filtration Systems in Phoenix, Arizona.**

Industry: Air Filter Services

## CHALLENGES



Multiple nonintegrated systems and inaccurate data flow



Poor data entry and employee habits and errors



Lacked a centralized dashboard for real-time visibility into critical business metrics



Manual pricing updates for service agreements



Lack of inventory control and efficiency

## GOALS



Ensure that financial information flows correctly, eliminating the need for manual data entry and reducing errors



Simplify inventory tracking and reduce the risk of errors



Increased operational efficiency by reducing manual work



De-risking from dependency on individuals



Provide a scalable platform that allowed for growth, transparency of data, and streamlined communication



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## ROI



### Increased Efficiency

Repricing a job took 30 minutes per job and we have that down to 30 seconds.



### Improved Business Processes

With goVirtualOffice's help, doing up to 800 jobs monthly, that repricing process offered a potential savings of 400 hours.



### Revenue Growth

DL Sales Corporation was able to double their sales in a few years without the need to hire one more administrative staff. The company would have needed to hire at least 10 people without an ERP.

## OBJECTIVES

With the team at goVirtualOffice and a new ERP, D.L. Sales Corporation can triple the workforce of actual work without needing to add any administrative support positions.

D.L. Sales Corporation is a filter distribution business that primarily serves B2B customers. Before transitioning to an ERP, they were using QuickBooks for their financial operations and open systems software for other business functions.

## SOLUTION

The transition was prompted by several challenges and constraints they faced while using QuickBooks and open systems, leading them to explore a more comprehensive solution. Before NetSuite, D.L. Sales Corporation used open systems and QuickBooks, which led to manual data transfer and inconsistencies in financial information.

The team at goVirtualOffice helped streamline data flow and integrate various processes, ensuring that financial data flowed correctly, and eliminating the need for manual journal entries.

Given the data transparency that the ERP provided, it showed D.L. Sales Corporation the need to tighten its accounts payable and receivable processes, significantly reducing errors by restricting access and improving control. Thus, increasing operational efficiency, reducing manual work, and allowing the company to handle more recurring jobs with the same administrative resources.

D.L. Sales Corporation used to struggle with managing recurring service agreements and manually pricing jobs. Utilizing their ERP's Service Agreement platform simplified and automated the process, reducing the time and effort required to manage recurring jobs and pricing updates.



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In addition, inventory management was challenging, with issues related to bin labeling, tracking, and vendor management. Their ERP improved inventory control by allowing for the consolidation of inventory items, generic part numbers, and vendor tie-ins, simplifying the tracking and management of inventory across multiple branches.

D.L. Sales Corporation was previously heavily dependent on an individual who was their primary resource for managing their previous system. By switching to an ERP they reduced this dependency, ensuring that the system would continue to operate effectively even if key individuals were unavailable or left the company.



"That's huge when you have people that you know you can actually reach out to, that will return a phone call, get the job done correctly, and then it works over and over. That is invaluable from a business standpoint. It's good enough that we refer people out."

**-Jeron Downing, BOOST Customer**

goVirtualOffice provided predictable partners and a scalable platform that allowed the company to double its sales within a few years without the need to hire more administrative staff. Without NetSuite, DL Sales Corporation would have needed to hire at least 10 people. It also facilitated the management of multiple branches and improved communication between locations.

After their initial ERP implementation, D.L. Sales continued on with BOOST-managed services to allow for even further automation and process improvement for the team.



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[goVirtualOffice.com](https://goVirtualOffice.com)

