docketmanager

Indox Services

The Overview

Tony Cracchiolo owns Indox Services in St. Louis, M.O. For 75+ years the full service digital print provider has been helping local and national companies communicate with their customers through print solutions. The Indox team is made up of 25 employees supporting an annual revenue of $2-3 million.

The Issue

Using a host of non-connected applications, Tony and his team were seeing an inconsistent, slow response to their customers and found it very difficult to understand the metrics of the business. "We were missing details on jobs and making mistakes because we had no way to record the details that were needed" says Tony. He decided to start looking at other options that were web based and one complete software, no plug in modules.

The Decision

For a year, Tony and an IT member searched for a new solution for the business. They were introduced to DocketManager at a trade show and were also looking into a similar product. Ultimately they found DocketManager to be a more complete product and made the investment.

The Implementation

With the assisted setup and onsite training package, the Indox team went live with DocketManager in 6 months. Other than a change to the look and feel, the implementation of a new system had no negative impact on their customers and they have only gotten positive responses. Their favorite part of the system is the ability to input all necessary information to generate accurate work orders.

The Results

With a full year of daily use, their processes have become smoother. Tony and his team are sending quick and accurate quotes and now have a better way to track overall inventory amounts. They have found it takes a new employee approximately 3 months to get up to speed with DocketManager and their daily responsibilities. Tony also attended an in-class training for the online ordering portion and has created a dozen or so portals for his customers.

> **"** Love the product can't wait for the next upgrades.
>
> **- Tony Cracciolo**, Indox Services