ddisystem

Inform ERP Transforms Showroom Operations with Quote-to-Order and Built-in Project Management

The most successful kitchen, bath and lighting showrooms do not leave customer engagements to chance—they take advantage of Inform technology that combines CRM with quote and order management, barcode enabled showrooms, and a unified eCommerce portal. Inform ERP's elegant interface provides a single screen view focused on the unique needs of customers and showroom salespeople—with the technology to provide the level of service that outpaces the competition.

Industry Specific Features:

- Single screen order and payment entry
- Contact management
- Tasks, calendering, and activity history
- Superior inventory management
- Copy quotes and orders from shoppers to contractors
- Job tracking with quotes, orders, sales, purchases, reporting, tasks, events, and activity history
- Special order receipt notifications, labeling, and automation
- Digital signatures for proof of delivery
- Returns management
- Mobile salesperson dashboards and opportunity reporting

Go Beyond Operational Excellence

Inform brings ERP software to the next level with integrated CRM, eCommerce and mobility for showroom distributors. Easily align showroom tasks with new visitors, customers, staff, procurement and order fulfillment.

✔ Raise the bar on customer service setting you apart from the competition

✔ Create visually appealing proposals including images and product descriptions

✔ Manage complex projects with commitment dates, communication, payments, and delivery workflow

✔ Import hundreds of thousands of products to build a library of your most popular manufacturers' catalogs

✔ Create or import non-stock showroom products on-the-fly in a quote, without disrupting procurement for stocked products

"Using DDI's Inform ERP, we can easily check inventory, view orders, communicate between branches and receive timely alerts for incoming product shipments. DDI's software is responsible for streamlining our business and more than doubling our sales" ~ Showroom Distributor

Learn more about our NEW content-rich proposals on reverse ➥

Manage Multiple Deliveries & Payments

Handle multiple shipments and payments with precision. Inform easily accommodates customer requests to deliver only rough-in products or specific rooms, while carefully tracking previous shipments, payments, and maintaining deposit thresholds. Quickly manage partial deliveries and 'take now' items with visibility into inventory, warehouse staging locations, and cash application.

Build an Order Using Your SmartPhone

Cater to the showroom customer right from the showroom floor. Using Inform's QuickOrder app and barcode labeled display products your customer service staff can easily build real-time quotes or orders. QuickOrder uses an iPhone or iPod to create a high-tech and speedy experience for your showroom customer.

Provide Exceptional Customer Service

Inform's embedded Customer Relationship Management system strengthens customer interactions by creating a detailed history of 'soft' touch points, in addition to the hard details of pricing, order status, and payment information.

Inform CRM is woven throughout the system, so users do not even realize that they are using a CRM. The result is adoption by all users, driving increased customer spend with decreased price sensitivity, based on a superior customer experience.

Take Action with In-Depth Reporting & Analysis

Inform's easy-to-use, real-time functionality ensures your team stays aware of current and potential pitfalls. Experience unprecedented insight into key business metrics that empower teams using intuitive, drill-down reporting capabilities and role specific dashboards. Stay aware of trends and dive deeper into every aspect of your business for complete operational and financial awareness. Make it easy for team members to see the activity most important to them with tailored role-defined dashboards designed to uncover operational inefficiencies.

Manage Pricing and Content Efficiently

Go beyond ERP descriptions and pricing. Inform stores four types of product descriptions, product images, specification sheets, MSD sheets, videos and online links, as well the Inform eCommerce customer portal. Make changes to your product content in real-time, for an easily managed online experience.

Group items together to designate different rooms, packages, etc.

Store rich content at the item level for full visibility throughout the system.

DDI System is Proud to Support Members of:

Contact Us at DDIsystem.com | 877.599.4334

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