



Valuable, Dependable, Unlimited Support

At-A-Glance

Parabolic growth and an outdated enterprise resource planning system (ERP) is a troubling combination. This is what leading packing manufacturer and distributor, the Blower-Dempsay Corporation (BDC) found themselves dealing with just a few years ago. In response, BDC implemented Microsoft Dynamics NAV as their new ERP. While the software proved the correct choice, the implementation proved challenging as they had significant customizations they needed to run their business. Fortunately, BDC had chosen ArcherPoint as their ERP partner. Through ArcherPoint's Unlimited Support Plan, BDC was able to get help they needed to customize their software exactly how they wanted and truly get the most out of their ERP, positioning their company for continued growth and success.

The Challenge

Finding their new ERP, Microsoft Dynamics NAV, was a fairly easy decision as Dynamics NAV offered everything BDC needed from flexible code (meaning they could customize as needed), to being from a reputable source (it is a Microsoft product after all), to a reasonable cost.

Selecting their ERP partner proved just as intuitive. BDC knew they needed a partner that would be easy to work with, easy to communicate with, and perhaps most importantly, possessed the willingness, capability, and expertise to implement BDC's many unique customization needs. BDC selected ArcherPoint because they knew ArcherPoint would be a true business partner and provide the support they needed.

What they did not realize was how important (and comprehensive) that support would be.

The Solution

Seeing the frustration BDC was having with their NAV implementation, ArcherPoint suggested an Unlimited Support Plan. ArcherPoint knew that the Unlimited Support Plan would save BDC time, money, and effort. BDC would be able to budget exactly how much their support would cost, and could be assured of guaranteed response times for their support requests. It would encourage BDC employees to call the help desk whenever they had a question and not fear being charged on a per call basis. BDC would be able to learn about their software and strategize with ArcherPoint on how to use their ERP to help their company grow.

The Success

Unlike many other ERP partners, ArcherPoint offers a variety of unlimited support plans that include resolution of functional issues, remote training sessions, and support services that are



Global Packaging and Merchandising Solutions

Founded by the Blower and Dempsay families as a corrugated box sheet plant in 1973, Pacific Western Container later formed sister company, Pak West, as our paper and packaging distribution arm.

Our latest development is Pacific Flexible Solutions, or PacFlex, designers, importers and/or manufacturers of direct food contact films and containers. We have also expanded out of our Orange County headquarters to nine states in the Western US and beyond while keeping our family first values and entrepreneurial spirit.



"Our relationship with ArcherPoint has only strengthened over time."

**Michelle Boril
Pak West**



"We picked ArcherPoint for a variety of reasons, not the least of which is their deep bench of experience. Our relationship with ArcherPoint has been tested and only grown stronger over the years. ArcherPoint is a true business partner."

Serge Poirier
CFO
Blower-Dempsay Corporation

available 24/7, 365 days per year from professionally-trained Dynamics NAV experts. It was exactly what BDC needed.

ArcherPoint's Unlimited Support Plan provided the assistance and "safety net" BDC needed to take full advantage of all the software has to offer: it empowered BDC to customize NAV exactly how they needed it for their unique and growing business. Having the plan in place allowed BDC to ask any questions they had as they were encouraged to contact ArcherPoint to learn more about their software. It fostered a supportive, "family-like" working relationship and helped both companies develop trust and confidence in each other. It enabled a successful working environment wherein BDC, with the help of ArcherPoint support, have successfully implemented several ISV/add-ons (e.g., Radius, EDI, and CCH Sales Tax Office).

What's Next for BDC?

BDC feels like having ArcherPoint's Unlimited Support Plan gives them a competitive advantage. They are no longer worried their growth will be limited by their ERP and their unique business needs. BDC knows ArcherPoint will be there to help ensure success. The Unlimited Support Plan has given them the confidence to plan future improvements including new implementations, add-ons, and upgrades.

Learn More

To learn more about Blower-Dempsay Corporation, please visit www.blowerdempsey.com.

The ArcherPoint Difference

Our clients see their business systems as unique and important to their competitive position. They prefer software and technology to support their business processes, not the other way around. Our clients are looking for a strategic partnership with the company that implements their software, not just a vendor. They demand the most talented, experienced professionals who understand how to quickly, efficiently solve their business issues. If this describes you, we invite you to contact us to learn more about our people, company and solutions.



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