

Customer Profile

Since 1987, Tomark Industries has been helping its customers meet the demands of regulatory compliance for shipping and handling hazardous materials. Tomark is recognized as a leader in providing compliant products, consulting, packing, documentation and training programs in the Transportation of Dangerous Goods for thousands of customers operating around the world.

Business Solution

- Microsoft Dynamics™ GP
- Inventory Management
 - Canadian Payroll
 - FRx Reporting
 - Fixed Assets
 - Purchasing
 - Financials
 - Sales

Benefits

- Improved customer relations & time management
- Increased business opportunities & profitability
 - Increased revenue
 - Saved money

Demographics

Industry: Warehousing & Distribution
Employees: 8

Encore Business Solutions Encore Business Solutions Encore Business Solutions

Microsoft Dynamics™ GP

Customer Success Story Tomark Industries



Situation

Prior to purchasing and implementing Microsoft Dynamics™ GP, *Tomark Industries* was spending a considerable amount of time, effort and money managing their entire business operations manually. With present and future business goals of growth through possible acquisitions and mergers in sight, Tomark knew they needed to increase the speed and efficiency of their core business processes in order to achieve lasting success.

To build and retain efficiencies across their entire organization, Tomark was looking for a software solution that would easily integrate all aspects of their business, connect customers, suppliers and employees to their business system, grow and adapt at the pace of their industry and allow them to instantly access decision-driving information.

“We wanted a flexible, scalable software solution that could not only help us with our present business needs but also help us into the future as we continue to grow, expand and add new companies and employees,” remarks Peter Pilling, CEO & President, Tomark Industries. “Microsoft Dynamics GP gave us all the facets that we really needed to improve.”

Solution

Tomark purchased Microsoft Dynamics GP from a service provider who lacked the patience and training ability to help properly implement this business solution. However, after following up on a recommendation to contact Encore Business Solutions, Tomark was



able to realize substantial value in their technology investment and employ efficiencies across the entire company. Encore’s professionalism, responsiveness and commitment to taking the time to understand Tomark’s business needs, industry and goals played a key role in helping them reach their full potential. In addition, the services provided by Encore such as ongoing communication, training, coaching and support helped to improve Tomark’s self-sufficiency and confidence to manage their business system on their own.

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with the ability to quickly drill down into data and view our inventory, available resources and customer information. Because the system is automated and retains all of our data we no longer have to worry about performing our tasks manually. You can imagine the huge amount of time we’ve been able to save!”

Increased revenue

After Tomark received training on how to use their business management system they were able to improve efficiencies and manage their core business processes effectively helping their company to generate and realize an increase in revenue.

“Immediately after partnering with Encore and relying on them for trusted business advice, consultation and training we were able to start operating more efficiently,” states Pilling. “Our revenues went from \$1.1 million to \$1.5 million in the first year alone! The \$300,000-\$400,000 increase in revenue was the result of us being able to pull timely, accurate information from our system for our customers enabling them to make a quick buying decision. This in turn translated into immediate revenue for us.”

Saved money

Before Tomark had very little control and management over their inventory to the point where they were purchasing and ordering more than what they really needed. Having the ability to properly streamline purchasing, order processing and inventory management with intuitive tools, Tomark can now ensure the goods on hand accurately match their organizations needs, making their business more profitable by reducing unnecessary spending.

“Before we were making close to \$30,000 to \$40,000 purchases a month from our main supplier because we had no way of accurately tracking and identifying what we really needed on hand,” remarks Pilling. “But now, with

Dynamics GP we’ve been able to reduce our spending to roughly \$10,000 a month. On the purchasing side, this has saved us anywhere between \$20,000 and \$30,000 a month.”

Increased business opportunities & profitability

Having the ability to perform all of their core business processes electronically, Tomark can now participate as an *integrated partner* in bigger purchasing environments and become part of a trusted supply chain with other companies. To them, this creates many additional business opportunities with the possibility to increase revenue and thus become more profitable.

“Thanks to Dynamics GP, we can now participate with some of the big purchasing companies in an e-enabled environment and be seen as part of a trusted supply chain,” comments Pilling. “Because of this we see our revenue growing next year by at least 10-20%.”

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For Tomark, working with Encore has showed them how to take full advantage of a valuable investment in Dynamics GP. Encore took the time to learn about their unique business needs and offer recommendations based on where their business is today and where they’d like to be in the future. As a result, Tomark has been able to receive the most value and benefit from their technology investment and realize efficiencies across the entire company.

“It has not just been Dynamics GP that has helped us to achieve success but rather the entire Encore experience,” comments Pilling. “They came in and showed us instantly how to set the system up efficiently to fit our business needs and environment. If it wasn’t for them, we’d still be stuck in the mud.”

About Encore Business Solutions

Encore Business Solutions, a Canadian based company, is committed to helping organizations implement value-added, technology and business management solutions such as Microsoft Dynamics™ GP.

As a Microsoft Gold Certified Partner, Encore is among the elite of Microsoft’s business partners, earning their highest endorsement. Encore’s consulting team focuses on providing value added business solutions and services to our clients through up front process and infrastructure assessments, software and hardware evaluation, implementation, training and ongoing support.

Built on experience, reputation and genuine commitment to customers and business partners, Encore’s strength is in their ability to realize the client’s full potential through new business applications, automation, integration and ongoing system reviews.

Furthering your
Success through
innovative
business solutions

—Peter Pilling, CEO, Tomark Industries