How Can Optimized Sales Software Increase Customer **Engagement and Create a Competitive Advantage?**

Improving customer service across a product offering comprising **more than 22,000 items**

Pacific Coast Supply, LLC ("PCS") is a large and diverse provider of building supply products in the western United States, with operations in 14 states. It needed a solution that would integrate with the SAP® ERP application to modernize its store operations. PCS turned to SAP partner DataXstream, LLC and the OMS+ cross-channel, order-management solution for assistance. OMS+ reimagines the user interface to reflect real-life customer engagements and provides the platform for making SAP ERP the foundation of a true unified commerce strategy.

DATAXSTREAM

THE BEST RUN **SAP**

Pacific Coast Supply, LLC Increases Sales Opportunities While Improving Customer Service

Before: Challenges and Opportunities
- Reduce training time for new sales employees
- Require accelerated time to money for greenfield stores
- Need to focus on speed and quality of counter sales
- Streamline and modernize store operations
- Upgrade to the latest version of SAP S/4HANA®
- Replace legacy sales system to gain competitive edge in the market

Why SAP and DataXstream, LLC
- OMS+ from DataXstream directly supports counter, mobile, and call-center sales in the SAP® ERP application
- Improves both employee and consumer satisfaction
- Customer-assisted sales order-management solution allows for real-time communication with the supply chain and significantly lowers system support costs
- OMS+ -- an SAP Endorsed App and industry cloud solution available on SAP Store -- with embedded SAP Business Technology Platform technology, was an ideal fit

After: Value-Driven Results
- Improved customer support thanks to customized quote lookup, a "burndown summary," and a custom-built material search
- Increased efficiency through the integration of business operations and the overlay of current customer development
- Allowed sales representatives to better concentrate on customers, thanks to process automation
- Increased efficiency lead to increased sales and drove better customer outcomes
- Enabled management of intricate order procedures using a simple web interface
- Provided a streamlined transition to SAP S4/HANA while insulating sales

"Customer issues were non-existent yesterday, and end-of-day reconciliation was nearly flawless. This is a great first step in PCS's major **modernization journey**."
Martin Menard, CIO, Pacific Coast Companies Inc.

90%

reduction in automated store closing reduced procedures from three hours to 15 minutes

90%

reduction in time to train new employees

Featured Partner

DATAXSTREAM

Available on **SAP Store**

Pacific Coast Supply, LLC	**Industry**	**Products and Services**	**Employees**	**Revenue**	**Featured Solutions and Services**
North Highlands, California	Building materials	Building products	>500 employees	>$500M USD	OMS+ by DataXstream
https://paccoasts upply.com/					SAP ERP
					SAP S/4HANA

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