



Case Study

“When we were evaluating what company to choose for our Platform as a Service software project, only WorkXpress offered customization capability, low cost to build, and assurance of project completion within our tight timeline.”

- Mike Wentz, R.T. Grim Operations Manager



Need

R.T. Grim needed a customized software solution to automate their parts and order tasks. The new system needed to be functional within three months.

Solution

WorkXpress provided bar coded data entry automation, FedEx integration, personalized automated ticket creation and much more all on time and on budget.

Success

R.T. Grim is now successfully using their new system with 70% time savings over their previous method. All of this was completed with a 50% cost savings.

WorkXpress Cloud PaaS Solution Overcomes Normally Impossible Customized Software Development Task

R.T. Grim (RTG) is a regional electronics company based in Camp Hill, Pennsylvania. Historically, the company focused on providing service for car audio and video, computers, televisions, camcorders, VCR's, home stereos, DVD players, and professional audio/visual equipment. As an extension of these electronics capabilities, RTG bid on and earned a contract to refurbish Ford Motor Services instrument clusters.

“When the contract was signed, we were excited, but also a bit nervous. We had previously done similar refurbishment work for Chrysler and Ford vehicles (not the manufacturers), so the work itself was not the issue. We knew that our former method of piecemeal data entry and other basic tasks would not suffice for the expected 300+ items that would be incoming and outgoing on a daily basis. To manage such an endeavor, we knew we would need to implement automation of part tracking, amongst other things, to ensure project management flow. The biggest issue though was time, we only had three months to create, test and implement our software solution before shipments would begin arriving,” said Mike Wentz, R.T. Grim operations manager.

Wentz and his team members searched for a non-programmatic, easily customizable platform as a service (PaaS) solution to meet their unique needs. It was essential for the company to be up and running quickly, implement a system that could grow and change with their changing needs, and be able to perform specific automated tasks not currently available in any off-the-shelf software.

“We needed to have a system that our current employees could get in and use on day one. That meant the ability to manipulate a database, log parts use and much more without manual data entry or knowledge of programming,” said Wentz. “After trying four other PaaS offerings, we chose WorkXpress. With WorkXpress, we saw the ability to utilize the cloud, which saved the company money on technology infrastructure, and to customize applications to our exact needs without programming. It would have been impossible with any other PaaS or custom software solution to finish our project on time. WorkXpress delivered on time and saved our company at least 50% in expense.”

“Our work with R.T. Grim showcases exactly what we’re about here at WorkXpress - customized business application software solutions that can be easily created without programming. Our 5GL Platform as a Service answers real world needs while saving companies time and money.”

- Treff LaPlante, WorkXpress President and CEO



R.T. Grim found in the WorkXpress 5GL* PaaS a solution that met all of their needs while saving precious financial resources. A number of powerful features were implemented including a bar code scan to simplify order processing, automation of ticket creation with personalized headers and footers, integration of shipping with FedEx, and a clear system for accountability and tracking of dashboard instrumentation throughout their service pipeline.

“The development process was like driving on cruise control and the service provided by our WorkXpress technical account manager was world-class. Even when Ford Services changed parameters in the middle of the build, the ease of edibility in WorkXpress saved the day. We were able to make the necessary changes with a few drag and drops saving untold weeks and months of development time over the standard approach to customized software,” said Wentz of the three-month software build. “I would actually say that, had we known exactly what we wanted from the beginning and didn’t need any of the mid-term adjustments, we could have completed our project in 1-2 months without issue, it was that easy and pain-free.”

The result of the PaaS software solution for RTG was productivity gains in excess of 70% over their previous tracking method. “We used to hand data enter from verbal orders. Now everything is bar coded providing us the automation we needed to successfully handle the thousands of parts on hand and the hundreds of shipments in and out daily. Our operations have never been smoother,” said Wentz.

He continued, “No other customized software solution or platform as a service we researched could have provided us everything we needed and still been on schedule. I have been very impressed with WorkXpress’ ability to provide such complex customization and reporting capability without any programming. Add the excellent customer service we’ve enjoyed and I can honestly say that if I had to make the decision to create more software, WorkXpress would be my first and likely only call.”

** 5GL - A fifth generation software language requires no programming and full visual control*

About WorkXpress: WorkXpress is the world’s most functional PaaS (Platform as a Service) without programming. It provides more software and better features at a lower cost than its competitors. The platform offers non-programmers the ability to create limitless sophisticated business applications using five building blocks in an intuitive, drag and drop, point-and-click, secure, web-based environment. WorkXpress eliminates the need for coding, data modeling and database querying, while automating common systems administration tasks like maintenance or disaster recovery. These capabilities are all possible without purchase of additional hardware or software.

Additionally, WorkXpress offers full integrations with other applications and the latest web-based technologies; some examples include Skype, FedEx, Google Maps, currency conversions, Google language translation, FTP services, IMAP email services, and many more. New integrations can also be easily created on the WorkXpress platform.

717.609.0029

www.workxpress.com

