Arxis Technology's Clients Experience Fewer Process Bottlenecks Thanks to Software Development from CodePartners

Results

"CodePartners makes us look terrific in front of our clients." ~ David Cieslak, Principal, Arxis Technology

Objective

- Help Arxis win bigger, better deals
- Improve processes for Arxis' customers through automation, integration, and innovation

Products

- SageCRM
- Sage ERP Accpac
- .Net Development
- Entertainment Industry Software

Serving clients throughout greater Los Angeles, Orange County, Chicago, and Phoenix, Arxis Technology, Inc. represents a variety of Sage Software products including Sage ERP Accpac and Sage ERP MAS 90, 200, and 500. Additionally, Arxis supports a number of end-to-end solutions such as human resources, CRM, warehouse management, and business intelligence. Based on their approach of helping growing companies maximize their technology investment with the best available solution, Arxis offers custom development services to ensure a tailored fit.

Businesses today often require customizations built onto their core product solutions to give them a competitive edge. "Even though we have a development group, we don't do a lot of this work internally," said David Cieslak, principal of Arxis Technology. "We have come to rely on and trust CodePartners to handle the majority of these opportunities for us."

Arxis has been relying on CodePartners' talent for several years. "We know that using an outside resource can be potentially risky," said David. "It is important to us that the company has the same level of commitment, care, and concern for our clients as we do. We started out with a few small projects with CodePartners in order to build a level of trust between us and our clients. The experiences were all excellent, and pretty soon we were 'all in'. We have gone places together that neither of our firms would have been able to go without the other."

Clients have benefitted from the relationship between Arxis and CodePartners. "We have always been very open with our clients that we use CodePartners for development work," said David. "Often times if I am in a meeting with a client and an opportunity comes up, they will ask if it is something that CodePartners can do."

"We recently had a client who was

spending a lot of time pulling together data for a weekly sales productivity report," said David. "The data they needed to report on was all in SageCRM, but housed in separate tables." CodePartners built a report that now runs easily within SageCRM. The report shows a summary of opportunities and closed business by salesperson and compares it to the client's annual quota. The client also can drill down into the data. "The report automated a formerly tedious process. The client saves time, has no duplicate entry, and the information is more accurate," said David.

Another client's previous CRM system allowed them to associate specific notes with products on quotes. When the client moved to SageCRM, they needed to keep functionality. "CodePartners created a custom page to maintain the notes," said David. "When the client creates the quote, they can pull up the list of notes and select which notes apply based on the products they are quoting. The client likes that this works the same way as their previous system."

Arxis has invited CodePartners to be a part of their client conference, Connections, which is held every 18 months. Not only is CodePartners a sponsor of the event, Arxis has asked them to speak at the conference, which is always well received by the attendees. "This is a great opportunity to give our clients face time with CodePartners," said David. "It continues to build trust with our clients when we can introduce them to the team who built their customization, and consequently the clients are always thinking of new ways for CodePartners to help them."

Arxis has turned to CodePartners for several development opportunities outside of the Sage ERP Accpac product

including .NET and a series of extensions related to the entertainment industry, which is a vertical Arxis is targeting. Arxis' SageCRM practice continues to grow, and as opportunities come up, CodePartners is a phone call away.

"CodePartners makes us look terrific in front of our clients," said David. "Even if something doesn't go right the first time, CodePartners sticks with it and holds firm to their commitment to deliver an outstanding product. We all truly win in this relationship – Arxis, CodePartners, and our clients."

About CodePartners
CodePartners, a Dallas, Texas-based firm, provides software development and business process automation. Through leading edge but affordable software programming services, CodePartners works with clients to increase their revenues, decrease their costs, or achieve other measurable business objectives. With over ten years of experience as software development professionals and a focus on enterprise resource planning (ERP), financial transactions, and web applications, CodePartners continues to successfully complete projects for companies all over the world.