



# Axis Global Partners Opens the Door to DYNACO's Business System Success

## SUCCESS STORY

**Industry:**  
Industrial Door Manufacturing

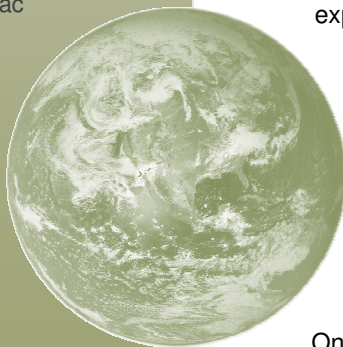
**Company:**  
DYNACO  
www.dynacodoor.com

**Opportunity:**  
DYNACO had multiple technology challenges, including an upgrade of their Sage ERP Accpac software, outdated workstations and a server that had reached capacity. They needed an expert to offer guidance and support.

**Solution:**  
Axis Global Partners reviewed DYNACO's systems and revitalized their operations by providing a solid strategy, executing on the project plan and resolving all challenges.

**Results:**  
DYNACO discovered that they had a true partner in Axis not only for their business management software, but all of their business technology needs. They are now equipped to accommodate growth with a solid infrastructure in place, and have been given peace of mind and confidence that Axis is looking out for their best interests.

**System:**  
Sage ERP Accpac  
SAP Crystal Server



Founded in 1987, DYNACO has grown to be a world leader in High Performance Door technology. However, DYNACO doors are more than just a high performance door. Simply put, they are the world's safest and most energy efficient, complete door systems. Aggressive, continuing research has resulted in multiple, patented, revolutionary technological innovations that offer real-world advantages to our customers. For decades, DYNACO doors have been operating all over the world. Thousands and thousands are installed and operational in food processing facilities, manufacturing plants, aerospace applications, pharmaceutical environments and freezer locations.

### Operations are "Locked Up" with Ineffective Systems

Axis Global Partners had a solid relationship with DYNACO based upon the support for their business management software, and had already provided many recommendations for maximizing the investment to ensure continued and smooth operations.

Through this partnership, DYNACO understood that to remain efficient, effective technology was paramount and when the time was right to upgrade their Sage ERP Accpac software, they naturally turned to Axis. In addition, they had urgent issues with their hardware infrastructure.

Martin Murphy, Controller for DYNACO explains, "We were reaching 98% capacity on our servers and definitely needed to take action before they bottomed out. We were unhappy with the outside firm we had been using to manage our IT and wanted to partner with someone who could give us more consistent performance. On top of that, we had several



computers that were more than 10 years old and we needed to get current. I spoke with our trusted advisors at Axis Global Partners and they suggested that we upgrade our software, servers, hardware, and operating systems at the same time to bring everything current in a coordinated manner."

### Axis Finds "The Keys"

Aside from traditional reseller system support, Axis serves in an advisory role for their clients and gives them access to a broad range of knowledge and resources. Already familiar with DYNACO's business model, they knew exactly what would be required and were able to effectively strategize about their future IT approach. "Axis was able to provide a lot of valuable expertise and vision in helping us thoroughly research our IT options," reflects Martin. "From helping us understand the pros and cons of cloud technology versus managed services, to introducing us to the IT firm we finally engaged, we found their guidance and recommendations to be extremely thorough and insightful."

Axis was able to assess DYNACO's specific needs and use their depth of experience to recommend a new system environment that best met DYNACO's requirements for their current situation and for future business growth.

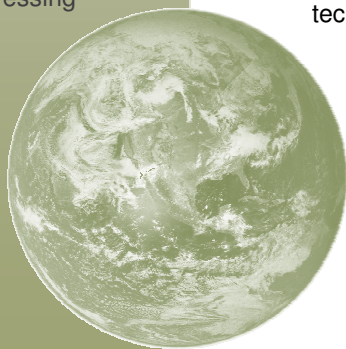
Planning and execution of the hardware and software upgrades were completed



“Axis Global Partners truly went above and beyond for us and I would definitely recommend them to anyone who needs advice or guidance on a strategy for their business software and IT systems.”

**Axis Global Partners** is a team of certified business consultants serving small to mid-sized businesses throughout the United States, Canada, Latin America and the Caribbean. We improve our clients’ top and bottom lines with automation solutions that increase profits, decrease costs and pay for themselves in the shortest period of time possible.

Our company is led by industry experts specializing in business processes and solutions. We brainstorm all possible improvements to fit your business needs and close the gap between potential and actual performance. We inspire trust by taking responsibility, acting ethically and encouraging honest and open discussion while focusing on your most pressing challenges to deliver innovative and effective solutions.



successfully, and DYNACO began to realize the business benefits of the project. In spite of this, an item that had been identified as a possible risk, did prove to be the next challenge needing Axis’ expertise and fortitude to overcome. Martin explains, “DYNACO had a lot of mission-critical reports written using old versions of Microsoft Access and Crystal Reports. These keep us abreast of order tracking, production schedule, commission reports, and more. We all knew there may be issues when upgrading to the latest version of Windows, but keeping these reports 100% functional and accurate was non-negotiable for us.”

As soon as it was identified that the reports were not processing correctly, Axis immediately took control of the situation, and offered a temporary solution that enabled DYNACO to continue to run their business. They then began to research the alternatives for a satisfactory, permanent resolution.

Assuming full ownership, Axis quickly diagnosed that a third party software program used in the report print process was one of the problem areas. When the third party program vendor failed to provide a satisfactory resolution, Axis suggested a SAP Crystal Server as the best solution for the future. They presented this to DYNACO who agreed to move forward with their recommendations. Axis then coordinated the product licensing and executed an installation plan, during which they encountered additional undocumented technical issues. Unwilling to have the end result be anything but positive for DYNACO, Axis worked closely with SAP to find the resolution. “This is where Axis’ determination and tenacity really shined,” recalls Martin. “It isn’t easy to get a major software company to take note

of your problems, but Axis refused to take no for an answer. They were our advocate and continued to reach out on our behalf until they found someone who was able to provide the fix we needed. Finally, I am extremely happy to report that the project is complete and our reports are functioning perfectly.”



### **DYNACO Opens the Door to a Bright Future**

DYNACO now has everything they need to operate their organization effectively. With the expert assistance and knowledge of Axis Global Partners they have revitalized their infrastructure, successfully upgraded to the latest version of Sage ERP Accpac, and have established a foundation of growth for the future. Martin concludes, “Though we experienced some challenges along the way, I was extremely impressed with Axis’ fortitude in making sure everything was resolved. They provided invaluable advice and guidance in regards to our IT options, and continue to be there for us with regular follow up, communications and support. They truly went above and beyond for us and I would definitely recommend them to anyone who needs advice or guidance on a strategy for their business software and IT systems.”

DYNACO is now looking to improve on their already outstanding customer satisfaction ratings by integrating their existing systems with an improved customer relationship management (CRM) system, and will be sure to contact the experts at Axis to help them accomplish their goals.