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The Company

Since 1997, ExpressPoint has built its reputation as a leading supplier of industry supply chain services to the IT industry's largest OEM companies. From facilities in the United States and Mexico ExpressPoint provides OEMs, field service providers, and third-party logistics companies depot repair and supply-chain services.

The Challenge

In December 2018, ExpressPoint acquired TKO Electronics, a wholesale distributor of computers, computer peripheral equipment, and computer software. ExpressPoint needed a single distribution management system that could handle its legacy repair business as well as its new sales business.

The Solution

To unify two different business models under one software solution, ExpressPoint organized a selection team from across its business. Its mission: to compare TKO Electronics' Cavallo SalesPad implementation with ExpressPoint's existing ERP system as well as other candidates.

"We wanted to get the efficiencies of the acquisition as quickly as possible by integrating systems," explained Kelly Dudek, COO of ExpressPoint Technology Services. "So we looked at our legacy systems, the system used by our acquisition, and other systems — this was an opportunity to go out and look at other third parties. After an extensive search, we selected Cavallo SalesPad because we felt it met all of our needs."

Dudek said the team was convinced by SalesPad's combination of customer relationship management and logistics management, as well as Cavallo's commitment to customizing the software to meet



ExpressPoint's needs. "When a large customer comes to someone like ExpressPoint, it's because we can customize and they cannot," she said. "We need all of our partners to customize as well. Cavallo is truly excited to be brought a challenge ... that doing something new and exciting is fun."

Implementing SalesPad across both businesses as well as ExpressPoint's finance department took about two years, Dudek said, during which the Cavallo team proved its value. "We are very happy with the process so far, and we did it during COVID year, which brought a lot of challenges... But it still worked very well because everybody made themselves and the technology available.

"Any time you do a system integration, people want the system they're used to because it means less work for them to learn something new," Dudek concluded. "But ultimately, even the people [for whom SalesPad] wasn't their legacy system picked it as the best."

