



GEMKO Information Group **Navision Customer Care Plan** **(CCP)**



United Dairy Machine Corp.
301 Meyer Road
West Seneca, NY 14224
Website: <http://www.udmc.biz>

Wholesale Distributor: sanitary process equipment, custom fabrication and assembles.

Services: Quality sanitary process equipment, engineering and integration of systems, custom design of instrumentation and control systems, system installation, start-up/training, customer service, on-site maintenance, parts inventory programs and reconditioned equipment

GEMKO Solutions:

- *Microsoft Navision 3.7A*
- *Financial Management*
- *CRM/Relationship Management*
- *Distribution Management*
- *Customer Care Plan*

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Customer Testimonial:

“UDMC recently upgraded to Navision version 3.7A. The two main goals of the upgrade project were to streamline our internal processes and to gain a competitive advantage by improving our ability to serve our customers. We wanted to simplify our current system, in addition to utilizing some of the latest features such as Customer Relationship Management (CRM).”

“The GEMKO team was invaluable in guiding us through the review process and providing us a detailed system analysis that we could use as a basis for improvement. The GEMKO Delivery Staff offered many helpful suggestions that were implemented throughout the entire process. They were instrumental in customizing the Job Budget to meet the needs of our engineers and guided us through a go-live weekend that was trouble-free.”

In addition, the GEMKO Marketing Department has been extremely helpful assisting us with the development of a more formalized marketing strategy to be used in our future growth initiatives, using Navision CRM as the foundation.”

“The combination of business and technical experience that GEMKO brought to the table was a huge part of a successful upgrade at UDMC.”

- Steve Sisson/President

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CERTIFIED
*Business Solutions
Partner*