



DG Equipment Co., Inc.

Moving “Mountains”

**DG Equipment Moves Mountains of Equipment, Paper,
and Cost with help from Expedient Technology Solutions**



One time or another you've been driving down the freeway and encountered one of those huge trucks with more wheels than you can count. On the truck itself, there is usually some strange looking, oversize piece of equipment. For over 30 years, DG Equipment of Brookville Ohio has been moving, rigging, and installing the mountains of equipment those trucks are transporting.

Emily Gaster is the Vice President at DG, and her responsibilities include the IT systems at DG. She certainly has the responsibility, but she doesn't have the time to worry about it. Enter Expedient Technology Solutions. To stay ahead of the game, DG needed to find ways to improve efficiency and quality, but reduce costs at the same time. A key ingredient to meeting those objectives was to move the mountains of paper DG operated with into PC based electronic documents.

“Field documents are scanned in so that we can keep an electronic copy on file here rather than unnecessarily having mounds of paper instead.”

Thanks to the trust ETS has earned from DG, as well as an excellent understanding of the DG vision, Expedient was able to implement a network solution that has accelerated the migration from a paper based business with little computer expertise to a PC based business where associates now rely on their IT solution to get their work done. The resultant streamlining has reduced costs by at least 10% for DG.

Another key component to improved efficiency was the introduction of high speed internet service, which might not seem like a big deal – unless of course you operate out of a somewhat remote area which doesn't have the service. Expedient put together a meeting with the city and spearheaded an effort with other businesses to convince a provider to bring high speed internet service to the area, further enhancing the efficiency of everything DG does.

“We were experiencing once a week internet connection going down, which would knock us out of e-mail. In the field everything would stop.”

Prior to implementation of the IT solution DG designed with Expedient, it was common to experience at least one period of down time per week, with restoration sometimes taking over a day. The downtime was destructive to the relationships DG was building with its customers. Downtime is now a rare, if ever, event. Emily says that “With the Expedient Stress Free IT program, they're constantly monitoring and doing maintenance. A lot of stuff I don't have to worry about because they're catching it before it becomes a problem.”

Emily is the on site “go to” person for IT related questions, but now her associates know they can go directly to Expedient to get most of their IT questions answered. Due to the decline in question volume – due both to system improvement and Expedient support – Emily estimates that she now has an extra half to full day every other week to do her “real” job.

“Our associates know they can rely on Expedient. In fact, I think we're starting to spoil them. Expedient's response time is phenomenal. They've definitely seen the value”

How about moving mountains of money? OK – maybe not mountains – but it used to take DG 3 to 4 weeks to get an invoice out after completing a job. With the improvements in their IT solution, DG now typically issue invoices within 48 hours of finishing the work.

When asked what else Expedient could do for DG, Emily said that we could find a way to make her computer type for her. The Expedient Technology Solutions team is working on it. We like finding mountains to move. Keep those big wheels rolling.