

The Situation

Godlan, Inc. is an ERP reseller, serving clients in the manufacturing sector. The company was dissatisfied with its hosting vendor, a well-known commodity provider. They wanted a better solution that provided their clients with a more stable and cost effective hosted-environment. Here's what they discovered.

The Challenge

Godlan didn't like being captive to inattentive service providers

Godlan had discovered that no matter how well they customized and serviced their ERP software, they were still at the mercy of their hosting provider when problems arose.

They considered 3 alternatives.

- ⦿ Host with the ERP provider
- ⦿ Build their own data center
- ⦿ Partner with a company that put service first

The Solution

Godlan checked out many third-party providers. Eventually, they met us.

They liked what they saw, but they needed proof. Godlan was not about to sign on without a thorough test. For a period of several months, Dynamic Quest hosted and serviced a staging version of the ERP application. The idea was to demonstrate reliability and responsiveness—a proof of concept.

During testing, we developed a quick-turnaround pricing matrix. Godlan and Dynamic Quest devised an automated pricing matrix that enabled Godlan to deliver proposals to prospects in 24 hours or less.

Godlan migrated to Dynamic Quest. They welcomed their new ability to deliver superior service to their clients. And of course, the company was then able to showcase this performance to prospects, which boosted their new business efforts.

The Results

- ⦿ Operations were quickly revived
- ⦿ Customers were completely unaffected
- ⦿ Cash flow went on uninterrupted
- ⦿ New revenue stream

