

CASE STUDY:

Up and Running with GoldMine CRM

Always best solution in the long run - 10 years GoldMine CRM user moves forward with the new, improved version Premium Edition.



Prime Distributing Co.
primedistributing.com



Background

Prime Distributing is a franchised distributor for over 50 lines of electronic equipment and supplies specializing in the support of leading edge IC design, test/burn-in and development. They distinguish themselves by offering a unique mix of top-selling prototyping hardware plus lab support and equipment. Prime Distributing has been operating out of their office and warehouse just north of Dallas, Texas since 1972.

Problem

Prime Distributing has been a user of the CRM software GoldMine for 10 years and accordingly has upgraded the software to meet their needs when new releases become available. As with each new GoldMine version released they had often encountered support issues, Prime Distributing became dissatisfied with their previous Solutions Partner and decided to go for a new one.

Solution

Prime Distributing changed their Solutions Partner to W-Systems and began on a support basis. When FrontRange Solutions released GoldMine Premium Edition 9.0 Prime Distributing felt confident in their relationship with W-Systems and began the process to upgrade. W-Systems ensured that Prime Distributing had all of the knowledge to make their transition as smooth as possible including making sure Prime Distributing completed the purchase of all the correct equipment and was aware of all compatible software to this GoldMine edition. At the end of the transition Prime Distributing was up and running on GoldMine Premium Edition 9.0.



“...It was a big project for us, but we finally got it done!”

Carole Booth, President



Learn more at www.w-systems.com