

DTR Business Systems and Distribution One

Deliver Mission-Critical Infrastructure & Support



NEC Teams with DTR Business Systems and Distribution One to Deliver Mission-Critical Infrastructure & Support

Combining strength and expertise, the team comprising NEC Corporation of America (NEC), DTR Business Systems, Inc., and Distribution One will work together to provide a single comprehensive solution to address IT concerns.

The team approach has proven to be very beneficial for small and medium-sized businesses (SMBs) who are looking to enrich their ERP systems while maintaining high availability mission-critical support:

- DTR Business Systems has been providing server-based solutions to the SMB market since 1983 by working with software providers. Its customer base has grown to more than 400 customers worldwide.
- Founded in 1996, Distribution One provides ERP software to wholesalers and distributors, driving major activities such as order processing, inventory management and accounting.

- NEC offers 24x7 on-site support to a full portfolio of server and storage solutions including servers designed to withstand harsh industrial environments.

Mission-Critical Local Service Needed

Businesses rely on their technology to keep their operations running smoothly. High availability, reliability and support are mission critical to SMBs. In 2011, DTR and Distribution One joined forces to provide service and support to their install base. DTR began providing servers and support to Distribution One customers, using the NEC brand of customized state-of-the-art servers along with NEC's nationwide 24x7 on-site local service.

Working directly with Distribution One and its end customer, DTR recommends a "right size" solution that meets the specific size and needs of the customer. DTR also provides:

- Custom Windows Server installation and integration
- Custom network design and support
- Single point of contact for all items outside the core Distribution One application.

By providing these additional services, DTR and Distribution One help free clients to focus on their core businesses.

Successful Project Management

A major key to the success of the relationship is efficient project management. DTR provides the full turnkey solution integrating all IT components, managing the process from start to finish.

Critical steps include:

- Establishing a project timeline up front outlining hardware installation, software deployment and customer training
- Assessing and establishing all server and network functionality requirements (by DTR)
- Insuring successful installation and implementation of technology solution

Customers are assured of a successful deployment once the project fully completes. The dedicated partnership among NEC, DTR, and Distribution One provides excellent service and invaluable business benefits for clients all across the nation helping organizations to put more focus on their core business aspects.

As one of the end users put it:

“Once we decided to move forward with ERP One from Distribution One, we chose to work with a local IT house we were familiar with. The bottom line is that they did not understand server based computing and our software roll out became a disaster. We reached out to DTR Business Systems and they solved all our problems by providing an NEC server properly configured for ERP One deployments. Their follow up was great and we were able to continue our daily business without a major impact on our business.”

To learn more about NEC enterprise servers, go to <http://www.necam.com/servers/>.

For more information about DTR Business Systems, visit <http://www.dtrbus.com/>.

For information on Distribution One, go to <http://www.distone.com/>.

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