

# THE UNEXPECTED Advantage of E2

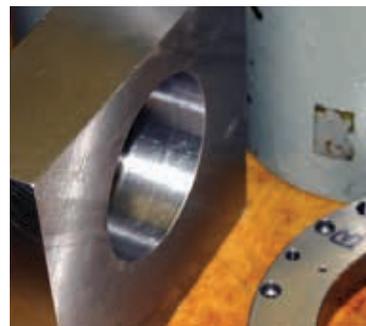


## How Complete Information Can Bring In More Business

If you've been in business for very long, you've realized that being an expert in what you do is part of what makes you stand out among the crowd. No matter what your business, being able to educate and provide additional knowledge and information keeps the good customers coming back. Long-time E2 user, Dan Rozwadowski, President of Eagle Grinding and Plating in Milwaukee, WI knows all too well what good shop software can do for a company. They've more than doubled their sales and admit they couldn't have done it without E2.



But there is one advantage beyond the normal E2 kudos you may hear throughout these case studies, which Dan and his team attribute high up on the scale of their company success.



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Dan Rozwadowski  
President, Eagle Grinding & Plating

"Our industry is in the midst of a change over," said Dan. "The Baby Boomers are retiring and decisively stepping away from their businesses, sometimes even unexpectedly. Often times their teams come to us without any information of what we did for them just a few years ago." This gap in information has given Eagle Grinding even more of an advantage in the industry.

**"I had a guy call me up just yesterday stating that he knew our company had done work for them 4 years ago but he had no information of what it was or exactly when it was," recalls Dan. "All he had was my name and the company name."**

Unfortunately, the person who handled the order had passed away and their records were incomplete, at best. The customer needed repairs done quickly and was hoping Dan had the info on the job.

"Because everything gets scanned and archived in E2, I pulled up all the info and was able to provide answers to everything they didn't know," said Dan. "I punched in a part number, gave them a new quote and we were on our way to not only helping our customer but getting the reorder."

Situations like this have happened on several occasions according to Dan. And while he wouldn't have guessed that having better records than his customers was going to be a big advantage when he purchased the software back in 2008, he's glad the stream of information has always been so easily accessible with E2.

"I remember back in 1980, I was working with a friend of mine and everything he did, everything he was responsible for was all by memory," Dan said. "There was a lot of knowledge, but it wasn't accessible to anyone else. In 2008, when I was realizing how much information I had committed to memory, I knew that was the time to get it out of my head and out where everyone else can see and use it. E2 was the solution to expanding our team's knowledge base and setting us up for many more decades of business."

More than 10 years later, Eagle Grinding has doubled their sales and is going strong with 2 locations and a full team who now share Dan's valuable library of information.



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