

Thalerus: System came highly recommended

IQ Total Source, Phoenix, has been using Thalerus since it started up in 2009. “When the dealership opened, it got feedback from other independents and everybody we talked to recommended Thalerus,” says Levi Scott, operations manager. “We use everything outside of the accounting portion, where we still use Quick Books.”

The biggest learning curve to get started with Thalerus VIBENet, says Scott, is to understand how a typical supply chain works in the office products industry. “Once you understand that, Thalerus is pretty intuitive,” he says. Next, the biggest challenge is to understand how each of the modules works and how they interact.

A robust help center that is fully indexed and searchable is embedded in the software that provides self-service assistance to navigate the main modules. “If you have questions on a module, you click on the help icon and there are documents and walkthroughs that explain how each of them work,” says Scott.

If questions remain unanswered, additional help is just a phone call away. “Whenever there is a new module, they walk us through it,” he adds. A ticketing system is designed to answer questions that the help center doesn’t address. “Thalerus is very receptive to feedback and suggestions for updates,” he adds. “Their flexibility and willingness to add new features to accommodate our customers has been incredible.”

One IQ customer operates a franchised janitorial service, which cleans locations for businesses. Those businesses purchase the cleaning supplies, but the janitorial service wanted the purchase set up so those customers couldn’t see pricing. “Thalerus created a toggle switch that turned off that pricing for each individual user,” says Scott. “That was crucial for us to win the business.”

“The biggest game changer for IQ has been the inventory module,” says Scott. When he first came on board at IQ almost five years ago, inventory was being managed with a Google application. Thalerus embeds inventory directly into the IQ supply chain and manages inventory counts, keeps track of inventory locations in the warehouse, prints pick tickets and handles transfers.

“The amount of features they rolled out for managing inventory has been huge,” says Scott. Not only has this resulted in less shrinkage, but the module also manages expiration dates on the growing number of perishable items in inventory.

On the front end, Thalerus provides an easy-to-use and responsive web store for IQ customers. One of the best features is the design portal. “Somebody without any coding

experience would be able to design a website through the portal,” says Scott. A variety of templates are available and a website can be created just by dragging and dropping elements onto the template. “It is extremely simple for a dealer to create a site,” adds Scott.

The best part of the system might be on the backend, where unseen operations guarantee a first-class experience for customers. “They have a list of commonly ordered items, which is fully searchable and takes them all at the way from a search to order confirmation,” says Scott.

