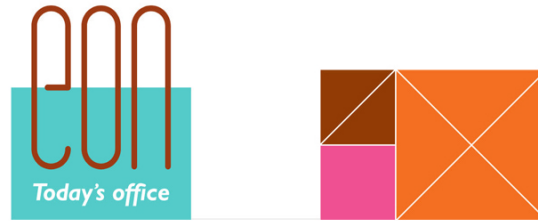


Thalerus: Customized technology

When Denver-based EON Office was created at the beginning of the new millennium, it started—like most dealers at the time—with what it now refers to as a primitive online ordering website. It soon needed much more than that as demand grew for a sophisticated system for end-user pricing, supply chain and inventory management, reporting, and many other functions. “We needed customized technology solutions to streamline our business,” explains EON CEO Elena Sirpolaidis.

“We visited Thalerus in Chicago and were very impressed with Lillian Yeh and her team,” she continues. “Their technology was at the forefront of our needs and of market trends. Importantly, it could be custom-tailored to our unique requirements, so we converted in early 2004.

“We have since upgraded to new versions of both the back-end VIBENet system and web store, always with a high degree of customization. Thalerus continually makes changes and updates to the system, and we



constantly need custom solutions for back-end needs and for our clients. The process is always efficient and transparent.”

EON’s offering spans many categories, including traditional office products, jan/san, breakroom, PPE, safety, technology, printing and promotional products. The dealership also comprises Environments Denver, a full-service provider of furniture and design solutions for all types of workplace. Thalerus’s VIBENet solutions have helped to streamline processes in a number of areas, including real-time delivery confirmations through V-Track; tax calculation through Avalara integration; punchout catalog integrations for clients; and numerous custom processes for EON’s unique requirements for quarterly updates, deviated janitorial contracts, physical inventory, supply chain sourcing and back-order processes—to name but a



few key operational features.

Sirpolaidis elaborates: “Customers have been happy with our online ordering site, especially its user-friendliness. Thalerus worked with us to achieve the visual look we wanted as well as the overall user experience. Clients have also been pleased with the custom reports we provide, order approval processes, budgeting tools, billing flexibility and the process of software integrations when needed.”

With technology now more important than ever, despite having collaborated for about 17 years, the work never stops and there’s an ongoing need for support. This is not just to address the many and varied issues that arise on a day-to-day basis; it’s also the result of game changers such as Amazon and other online retailers which have redefined—and continue to do so—how office supplies and their many adjacencies are purchased.