

Our business once ran on paper and fax machines, and then disjointed - albeit much better - email messaging. At Wing Control, we make our customer's priority our responsibility, and this year we raised the bar even higher. We have identified three recurring pain points that, if eliminated, would greatly benefit our sales team and customers alike.

Internal communication was redundant and ineffective. Many of our sales people would together receive the same RFQ emails, but after receiving the email no one could quickly identify if the email was claimed or worked by another.

Email-centric RFQs were extremely inefficient. When an email request was eventually found and chosen for evaluation the details were then manually copied into our inventory software to learn about the company and the parts being requested.

Confusing, inconvenient, and costly was our remote-work strategy. Our IT manager invests countless hours and dollars into our remote-work capabilities and infrastructure because of setup, implementation, maintenance and user support.

In late Spring of 2020 we discovered and implemented a modern, affordable solution that eliminates more challenges than we initially sought to address. We now use VistaSuite's own VistaQuote product to manage our entire RFQ and Quote activities and have processed nearly 10,000 RFQs so far this year.

Internal communication is now such that our team doesn't wade through copies of the same RFQs to find a good one. Instead, VistaQuote automatically handles the RFQ life cycle stages for us.

Compared to our old copy and paste approach, our RFQ evaluation and decision making is more than 90% faster thanks to the one-click, real-time company history and inventory details made available inside VistaQuote's RFQ view.

Our IT resources now have margin for more important tasks since VistaQuote is cloud-based, includes a mobile app, and is fully supported by the Ambry Hill team.

We are serving customers faster than ever, saving time, saving money, and our team finally has [Wing] Control of our RFQs and Quotes.